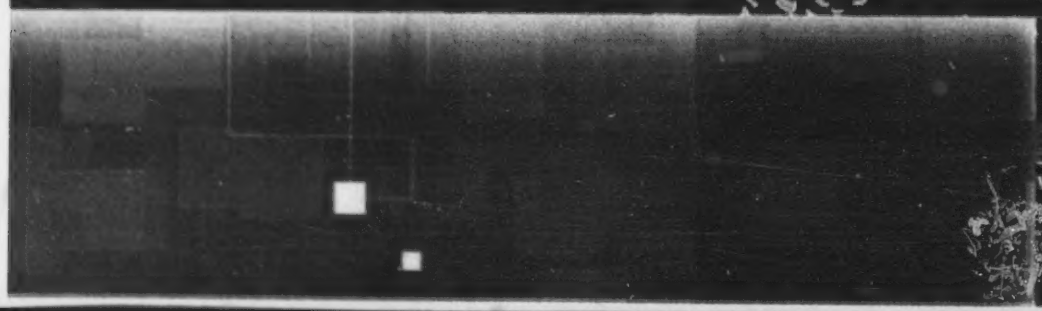
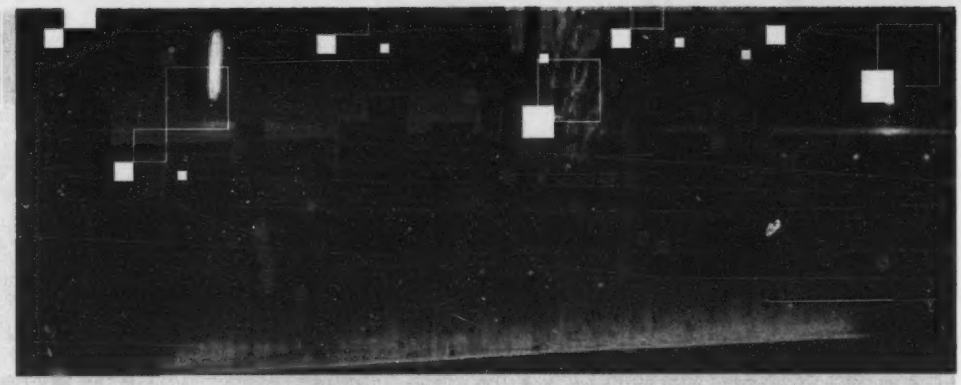
CITY OF WHITEHORSE

Annual Report 2008/09



Contents



Our Vision, Mission and Values	2
SECTION ONE: ABOUT US	3
Overview	3
Mayor's Message	4
Chief Executive Officer's Message	5
Councillors	7
About Whitehorse	10
Our Organisation	12
Our Staff	15
What Our Community Thinks of Us	17
SECTION TWO: HIGHLIGHTS	19
Services We Delivered	20
Major Projects	25
Major Capital Works	27
Sustainability Initiatives	28
Advocating for the Community	31
Meeting Our Strategic Objectives	33
Strategic Indicators 2008/09	36
Financial Summary	37
Financial Indicators	40
SECTION THREE: DEPARTMENTAL REPORTS	41
Executive Services Division	42
Corporate Services	46
City Development	52
Human Services	57
Infrastructure	67
SECTION FOUR: GOVERNANCE	73
Good Governance	74
Performance Statement	75
Best Value Program	80
National Competition Policy Statement	82
Risk Management	83
Corporate Information	85
Local Laws and Orders	88
Memberships	90
Community Grants: Discount Support	91
Community Grants: Cash Grants and Donations	93
SECTION FIVE: FINANCIAL REPORT	95
Understanding Our Financial Report	97
Financial Report	99

Our Vision, Mission and Values

VISION

We aspire to be an inclusive, vibrant, prosperous and sustainable community.

MISSION

Whitehorse City Council, working with residents and businesses, will develop this municipality through good governance, proactive strategic planning, efficient, responsive services and quality infrastructure.

VALUES

In pursuing its goals, Whitehorse City Council believes in and is committed to these values:

Consultation and Communication
Ensuring that members of our community are both sufficiently informed and able to contribute to Council's decision-making processes.

Democracy and Leadership
Recognising and valuing community participation in Council's decision-making as well as Council's role in providing leadership to the community.

Equity and Social Justice
Sharing the benefits and burdens of living in this city, celebrating our cultural diversity and paying attention to the needs of our disadvantaged residents.

Integrity
Making decisions and acting in ways that reflect our values.

Openness and Accountability
Being transparent in its decision-making, Council welcomes public scrutiny and community feedback.

Sustainability
Making decisions about our social, economic, built and natural environments that will benefit both present and future generations.

Wellbeing
Developing a community that is aware of, and seeks to achieve, personal and community wellbeing.

SECTION ONE

About Us

Overview

Welcome to the Whitehorse City Council Annual Report 2008/09. This publication is your guide to the achievements and performance of your Council from 1 July 2008 to 30 June 2009.

Our Annual Report is an important document that provides a transparent record of Council's performance in meeting its strategic objectives as set out in *Our Vision for Whitehorse 2006-2016* and the *Council Plan 2009-2013*. It also identifies challenges and difficulties Council has faced over the past 12 months.

WHY DO WE HAVE AN ANNUAL REPORT?

The *Victorian Local Government Act (1989)* requires all councils to present an Annual Report to the Minister for Local Government by 30 September each year. As well as meeting this statutory requirement, Whitehorse City Council regards the Annual Report as an important tool to keep its residents, businesses, staff and potential employees, state and federal politicians, peak bodies, community groups and organisations informed about our performance and future plans.

WHERE TO FIND THIS REPORT

Copies of this report are available at Council's Customer Service Centres at Nunawading, Box Hill and Forest Hill Chase Shopping Centre and at our libraries. It can also be accessed electronically on Council's website at www.whitehorse.vic.gov.au. For further information, telephone Council on 9262 6333.

Contents

Our Vision, Mission and Values	2
SECTION ONE: ABOUT US	3
Overview	3
Mayor's Message	4
Chief Executive Officer's Message	5
Councillors	7
About Whitehorse	10
Our Organisation	12
Our Staff	15
What Our Community Thinks of Us	17
SECTION TWO: HIGHLIGHTS	19
Services We Delivered	20
Major Projects	25
Major Capital Works	27
Sustainability Initiatives	28
Advocating for the Community	31
Meeting Our Strategic Objectives	33
Strategic Indicators 2008/09	36
Financial Summary	37
Financial Indicators	40
SECTION THREE: DEPARTMENTAL REPORTS	41
Executive Services Division	42
Corporate Services	46
City Development	52
Human Services	57
Infrastructure	67
SECTION FOUR: GOVERNANCE	73
Good Governance	74
Performance Statement	75
Best Value Program	80
National Competition Policy Statement	82
Risk Management	83
Corporate Information	85
Local Laws and Orders	88
Memberships	90
Community Grants: Discount Support	91
Community Grants: Cash Grants and Donations	93
SECTION FIVE: FINANCIAL REPORT	95
Understanding Our Financial Report	97
Financial Report	99

Our Vision, Mission and Values

VISION

We aspire to be an inclusive, vibrant, prosperous and sustainable community.

MISSION

Whitehorse City Council, working with residents and businesses, will develop this municipality through good governance, proactive strategic planning, efficient, responsive services and quality infrastructure.

VALUES

In pursuing its goals, Whitehorse City Council believes in and is committed to these values:

Consultation and Communication
Ensuring that members of our community are both sufficiently informed and able to contribute to Council's decision-making processes.

Democracy and Leadership
Recognising and valuing community participation in Council's decision-making as well as Council's role in providing leadership to the community.

Equity and Social Justice
Sharing the benefits and burdens of living in this city, celebrating our cultural diversity and paying attention to the needs of our disadvantaged residents.

Integrity
Making decisions and acting in ways that reflect our values.

Openness and Accountability
Being transparent in its decision-making, Council welcomes public scrutiny and community feedback.

Sustainability
Making decisions about our social, economic, built and natural environments that will benefit both present and future generations.

Wellbeing
Developing a community that is aware of, and seeks to achieve, personal and community wellbeing.

SECTION ONE

About Us

Overview

Welcome to the Whitehorse City Council Annual Report 2008/09. This publication is your guide to the achievements and performance of your Council from 1 July 2008 to 30 June 2009.

Our Annual Report is an important document that provides a transparent record of Council's performance in meeting its strategic objectives as set out in *Our Vision for Whitehorse 2006-2016* and the *Council Plan 2009-2013*. It also identifies challenges and difficulties Council has faced over the past 12 months.

WHY DO WE HAVE AN ANNUAL REPORT?

The *Victorian Local Government Act (1989)* requires all councils to present an Annual Report to the Minister for Local Government by 30 September each year. As well as meeting this statutory requirement, Whitehorse City Council regards the Annual Report as an important tool to keep its residents, businesses, staff and potential employees, state and federal politicians, peak bodies, community groups and organisations informed about our performance and future plans.

WHERE TO FIND THIS REPORT

Copies of this report are available at Council's Customer Service Centres at Nunawading, Box Hill and Forest Hill Chase Shopping Centre and at our libraries. It can also be accessed electronically on Council's website at www.whitehorse.vic.gov.au For further information, telephone Council on 9262 6333.

Mayor's Message

BY COUNCILLOR HELEN HARRIS OAM

Welcome everyone to Whitehorse City Council's Annual Report for 2008/09. The last year has been eventful with many highlights and I am honoured to have been elected by my colleagues as Mayor for the first year of our term.

COUNCIL ELECTIONS NOVEMBER 2008

Following changes made to the *Local Government Act (1989)* in 2003, all Council elections have been aligned to a common date and cycle. From November 2008, elections will be conducted for every Victorian council every four years on the last Saturday in November.

These changes saw Election Day in Whitehorse falling on 29 November 2008. The Victorian Electoral Commission conducted this election and votes were lodged via post.

The results prompted Whitehorse City Council to bid farewell to five Councillors who had either elected not to nominate or decided to retire from public office. These former Councillors were Peter Allan, Chris Aubrey, Hayley Clarke and George Droutsas. The list also included Bill Bowie who, after suffering a heart attack, sadly passed away on 25 July 2008. Bill will always be remembered as a caring person who loved Whitehorse and devoted all his energy and enthusiasm to improving the quality of life of our community.

Whitehorse welcomed five new Councillors on board who have brought new ideas and enthusiasm to the role of representing their wards and the city. They are Andrew Munroe, Bill Pemberton, Mark Lane, Raylene Carr and Philip Daw.

COUNCIL PLAN 2009-2013

Since November the newly elected Council has worked hard to produce the *Council Plan 2009-2013* that sets out the strategic objectives Council will pursue for the next four years. It responds positively to Council's goals and aspirations as documented in the ten-year plan, *Our Vision for Whitehorse 2006-2016*.

Our Vision for Whitehorse 2006-2016 was developed after extensive community consultation and provides the overarching planning framework for Council.

The vision's themes and directions identified in the ten-year vision will guide the preparation of Council's four-year plan and its annual Budgets.

The Council Plan will also contribute to the implementation of *Our Vision for Whitehorse 2006-2016* by clearly setting out Council's key strategic objectives over the next four financial years.

The plan goes further to outline the broad strategies Council will adopt to achieve its strategic objectives. It is an overarching document. The detailed actions and initiatives that Council will pursue are presented in Whitehorse's Annual Budget each year.

2009/10 BUDGET

Council also adopted the first Budget for the city since the election. The experience of working to put a municipal Budget together is always a challenging one and Council had many hours of debate reviewing the various diverse components that impact on the makeup of the Budget. These discussions and the resulting decisions culminated in the 2009/10 Budget which I believe will achieve many positive outcomes for the community.

COMMUNITY SATISFACTION

The *2009 Annual Community Survey* showed the vast majority of Whitehorse residents continue to be pleased with Whitehorse City Council's service delivery.

Residents registered a very high approval level of Council's overall performance and a large majority responded they were satisfied with their quality of life in Whitehorse.

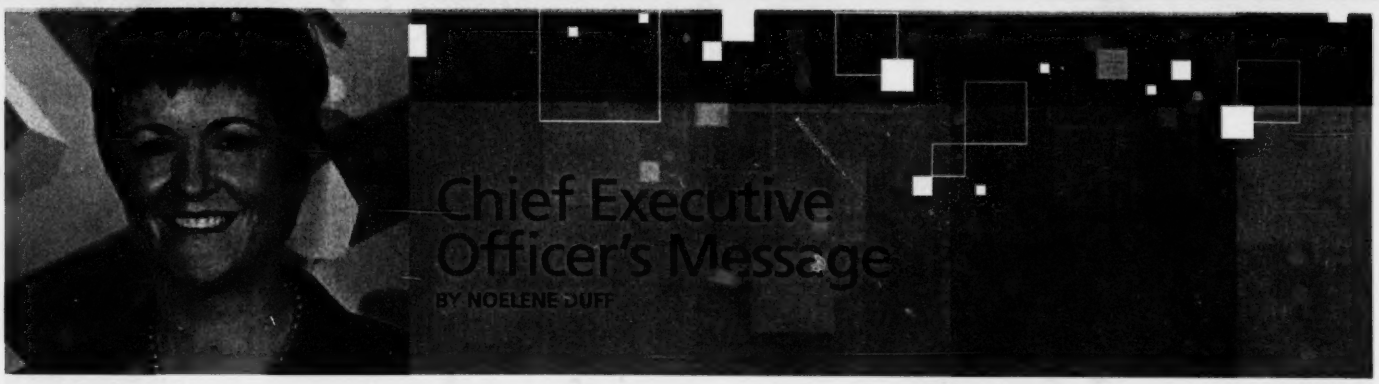
The survey also identifies areas where we can improve our services and is an invaluable source of information for our future planning.

In all, this has been an exciting year full of challenges and I look forward to the next three years serving the Whitehorse community.

I encourage you to take time out to read this year's Annual Report and discover more about what Council is doing for you.

Helen Harris oam

Councillor Helen Harris OAM
Whitehorse Mayor



Chief Executive Officer's Message

BY NOELENE DUFF

I'm pleased to present Whitehorse City Council's Annual Report for 2008/09 outlining Council's financial performance and achievements during the last financial year. I am also extremely proud that Council's Annual Report, for the second year in a row, received a Bronze Australasian Reports Award for Distinguished Achievement in Reporting last year.

2008/09 BUDGET

Council adopted a $120 million Budget for 2008/09 that provided a broad range of essential services and facilities to meet growing community needs and expectations.

The Budget was prepared following consultation and was guided by priorities outlined in Council's key strategic documents – the *Council Plan 2009-2013* and Strategic Resource Plan. Consultation included feedback from the Budget Survey, community sessions, committees, community groups, customer requests, *2009 Annual Community Survey* and Budget workshops with Councillors.

KEY PRESSURES AND CHALLENGES

When setting the 2008/09 Budget Council faced a number of key pressures and challenges including:

- Water restrictions and rising costs associated with drought.
- Maintaining ageing infrastructure.
- Cost shifting from the Federal and State Governments.
- Rising costs - including insurance, electricity and petrol.

CORE SERVICES

The 2008/09 Budget contained $82 million for Core Services that included family and youth services, home and community care, the maintenance of community facilities, parks, gardens, playgrounds, infrastructure, waste and recycling collection, and building and planning services.

Key features included $13.2 million for Aged and Disability Services, $9.9 million for Health and Family Services, $9.3 million for Ecovision, Waste and Recycling, $7.2 million for Leisure Facilities, $3.4 million for libraries and $6.6 million to maintain parks, sports fields and gardens.

CAPITAL WORKS PROGRAM

The 2008/09 Budget featured a $23.14 million Capital Works Program.

As part of the Long-Term Financial Plan Council will spend more than $300 million on Capital Works over ten years, while moving to an operating surplus and maintaining balanced cash Budgets. In the short-term, Council intends to return its Development Reserve to $30 million.

Through the Capital Works Program, Council continued to allocate significant resources to delivering a range of improvements to sport and recreation facilities, roads, traffic management, footpaths and drains, improvements to parks and playgrounds, upgraded community facilities and improvements to shopping centres.

Some of the key initiatives in the Capital Works Program included building a sensory playspace at Victoria Rose Reserve ($160,000), fairway and green improvements at Morack Golf Course ($200,000), refurbishing Box Hill Library community spaces ($220,000) and upgrading the main pavilion at Wembley Park ($125,000).

FOCUS ON SUSTAINABILITY

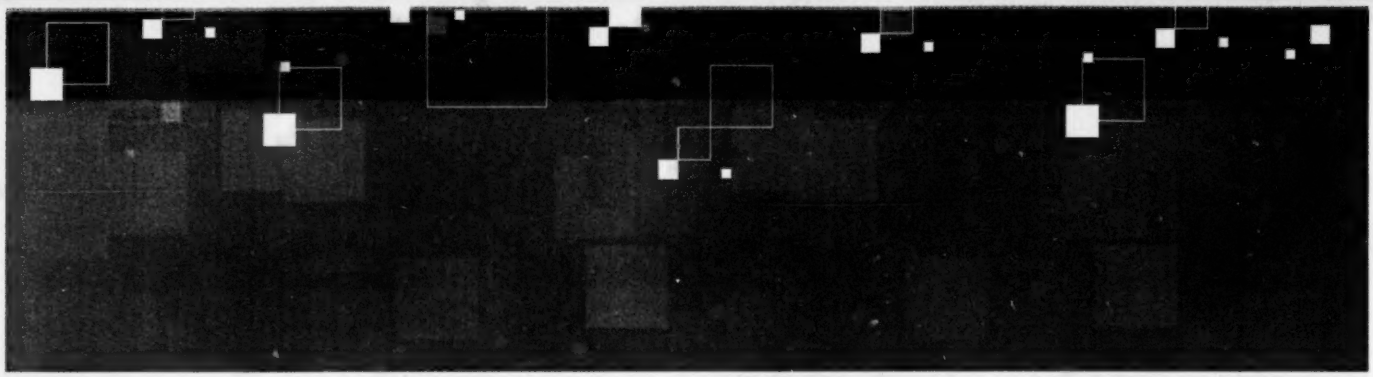
As Council put into action the Whitehorse *Sustainability Strategy 2008-2013: Our EcoVision*, a wide-ranging series of initiatives were included in the 2008/09 Budget.

This included community programs, upgrades for energy and water savings at Council and community facilities, the promotion of sustainable transport, planting warm season grasses, greater use of renewable energy and significant Capital Works projects.

Council continued its campaign to create a more sustainable community with several environmental initiatives listed at Buildings in the 2008/09 Capital Works Program including water-saving measures ($100,000), energy-saving devices ($50,000) and renewable energy initiatives ($275,000).

Each new initiative, and the continuation of existing initiatives, aims to help us achieve greater sustainability through small but significant changes as well as making major steps to help Council become carbon-neutral by 2015.

For more information on Council's sustainability initiatives, turn to page 28.



FINANCIAL PERFORMANCE

The 2008/09 Budget was Council's ninth consecutive cash balanced Budget and represented a solid, balanced and sustainable future for Whitehorse.

To continue providing quality services and facilities Council adopted a 6% rate revenue increase for the 2008/09 financial year.

It was delivered in line with Council's Long-Term Financial Plan and Whitehorse City Council continued to have one of the lowest levels of rates in metropolitan Victoria.

For more information on Council's financial performance, turn to page 37 for the financial summary and the detailed financial section on page 95.

HIGHLIGHTS

There have been numerous highlights during 2008/09 including:

Springvale Road Rail Grade Separation

Whitehorse City Council has worked for several years to find a solution to the significant problems at and around the crossing in Springvale Road with the Federal and State Governments.

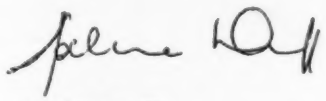
In 2008, Council facilitated the preparation of a detailed study looking at addressing the issues in conjunction with the other levels of government. As a result of the report, the Federal Government confirmed its commitment of $80 million towards the project and in 2009 Victorian Premier John Brumby confirmed a further $60 million. Works began on this significant Whitehorse community project in May 2009. Once completed this project stands to bring considerable benefits for our community, including the reduction of congestion, greater road safety and improved opportunities for local businesses to benefit from smoother traffic flows, improved public transport and future development opportunities.

Sportlink Vermont South

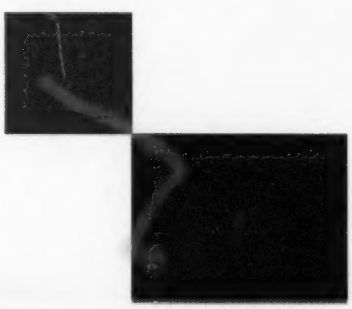
The magnificent $8.3 million multipurpose indoor sports facility, Sportlink Vermont South was officially opened on 7 February 2009. The four indoor and four outdoor courts are accommodating a range of sporting groups including netball, basketball, indoor soccer and volleyball.

I would like to commend our Council staff who continued to work hard and consistently deliver excellent standards of service to our residents. On behalf of the Councillors and the Executive Management Team, I congratulate and thank you.

I invite everyone to take the time to read Whitehorse City Council's comprehensive Annual Report 2008/09 and get a bird's eye view of what has been achieved for our residents and community in this last financial year.



Noelene Duff
Chief Executive Officer



Councillors

ABOUT LOCAL GOVERNMENT

Local Government is one of the three tiers of government in Australia: Federal, State/Territory and Local.

It is the most accessible level of government for the average citizen. Whitehorse City Council is one of 79 municipalities in Victoria, which range from big metropolitan cities to small country shires.

Whitehorse City Council, like the State and Federal Governments, has a 'legislature' made up of elected representatives (Councillors). Councillors are concerned citizens who have offered themselves for election as representatives of the residents of the city's electoral wards. They receive no salary, just an annual allowance.

For more information about Victorian Local Government, visit the websites of:

- Municipal Association of Victoria (MAV) – www.mav.asn.au
- Local Government Professionals (LGPro) – www.lgpro.com
- Australian Local Government Association – www.alga.asn.au

OUR COUNCILLORS

Whitehorse City Council has ten Councillors elected by residents to govern the city. Councillors work together to set Council's strategic direction and to make important decisions regarding the whole municipality. In making these decisions, Councillors consider the views of, and consult with, the community. They also work closely with the Chief Executive Officer and Council administration.

The City of Whitehorse is divided into five wards: Central, Elgar, Morack, Riversdale and Springfield. The boundaries of Whitehorse's five wards were changed slightly in November 2008 following an Electoral Representation Review by the Victorian Electoral Commission in the first half of 2007.

Two Councillors are elected to represent each ward, every four years. The Mayor is chosen by the Councillors to serve as the principal ambassador for the city for a twelve-month term.

All meetings are held in the Council Chamber at the Whitehorse Civic Centre at 379 Whitehorse Road, Nunawading except the January Ordinary Council Meeting which is held at the Box Hill Town Hall.

Ordinary Council Meetings are held on the third Monday of each month and Special Committee Meetings are held on the second Monday of each month. Members of the public are welcome to attend either Ordinary Council Meetings or Special Committee Meetings.

The following Councillors are elected to serve until the Local Government Elections in November 2012. (Wards listed alphabetically):

CENTRAL WARD

Cr Andrew Munroe
PO Box 30
Blackburn Vic 3130
Phone: 9878 8235
andrew.munroe@whitehorse.net.au

OFFICIAL COUNCIL APPOINTMENTS

- Local Government's Waste Management Forum to support the Metropolitan Waste Management Group (substitute Councillor)
- Metropolitan Transport Forum
- Audit Advisory Committee

HIGHLIGHTS

As a newly elected Councillor there is never a dull moment. I have been pleased to be a member of the Audit Advisory Committee, playing an active role in overseeing Council's financial management. I have also been serving on the Metropolitan Transport Forum which enables me to promote Whitehorse's transport interests and learn of the issues other municipalities face. I am also very proud to have instigated the safe pedestrian crossing on Main Street, Blackburn.

Cr Bill Pemberton
18 Main St
Blackburn Vic 3130
Phone: 9877 2062
bill.pemberton@whitehorse.net.au

OFFICIAL COUNCIL APPOINTMENTS

- Local Government's Waste Management Forum to support the Metropolitan Waste Management Group
- Eastern Transport Coalition
- Whitehorse Reconciliation Policy and Action Plan Advisory Committee

HIGHLIGHTS

I've had a busy year as the Whitehorse representative on the Eastern Transport Coalition, working hard to improve public transport. I've enjoyed my position on the Whitehorse

Reconciliation Advisory Committee and hope to bring a number of projects into the community soon. I have found the Metropolitan Waste Management Group very informative. Our debates in Council have been enjoyable and I look forward to healthy discussions into the future.

ELGAR WARD

Cr Robert Chong OAM
PO Box 34
Box Hill Vic 3128
Phone: 9894 3713
rchong@whitehorse.net.au

OFFICIAL COUNCIL APPOINTMENTS

- Audit Advisory Committee
- Whitehorse City Council Scholarship Committee
- Visual Arts Committee

HIGHLIGHTS

Supporting beneficial facilities for the community including the Aqualink Box Hill Redevelopment Concept Plan and works, the new Southern Pavilion at City Oval Box Hill, successfully lobbying for ten Whitehorse schools to share in $22,000 of Artists in Schools funding and securing art collection donations from Janet Kidson, Jane Rogers and the estate of Thomas de Kessler.

Cr Helen Harris OAM, Mayor
40 William Street
Box Hill Vic 3128
Phone: 9897 1312
hharris@whitehorse.net.au

OFFICIAL COUNCIL APPOINTMENTS

- International Council for Local Environment Initiatives (ICLEI) and ICLEI's Water Conservation Program
- Advisory Committee for the Review of the Chief Executive Officer's Development
- Whitehorse City Council Scholarship Committee
- Heritage Steering Committee

HIGHLIGHTS

I have enjoyed a very busy year with highlights including the installation of solar panels on Sportlink Vermont South and the Nunawading Civic Centre, the completion of the Victoria Rose Sensory Garden, funding in the Budget for the underpass in Station Street, Box Hill, hosting a reception for local recipients of the Order of Australia and being elected Mayor!

MORACK WARD

Cr Mark Lane
PO Box 4209
Burwood East Vic 3151
Phone: 9877 6956
mark.lane@whitehorse.net.au

OFFICIAL COUNCIL APPOINTMENTS

- Municipal Association of Victoria (MAV)
- MAV Planning Advisory Group
- Whitehorse Business Group Inc.
- Municipal Early Years Plan

HIGHLIGHTS

Being elected to Council was certainly an honour and a duty I will take on with vigour and work hard for our community. The opening of Sportlink Vermont South was a great achievement by Council and is a facility which is extremely well utilised. The reintroduction of the Morack Ward Forums and the response to these gatherings has certainly been very rewarding and encouraging.

Cr Raylene Carr
PO Box 6060
Vermont South Vic 3133
Phone: 9803 0913
raylene.carr@whitehorse.net.au

OFFICIAL COUNCIL APPOINTMENTS

- Whitehorse Manningham Regional Library Corporation
- Advisory Committee for the Review of the Chief Executive Officer's Development
- Heritage Steering Committee

HIGHLIGHTS

I enjoyed talking and listening to residents about local issues as well as becoming involved in the enthusiastic future plans for Whitehorse clubs and organisations. Councillor Lane and I reintroduced Morack Ward Forums providing a networking opportunity for both residents and Councillors. I was proud to attend and be involved with the opening of Sportlink Vermont South – a wonderful multipurpose sports facility for all ages.

RIVERSDALE WARD

Cr Sharon Ellis
PO Box 8178
Burwood Heights 3151
Phone: 9890 8057
sellis@whitehorse.net.au

OFFICIAL COUNCIL APPOINTMENTS

- MAV (substitute Councillor)
- MAV Human Services Advisory Group
- Whitehorse Manningham Regional Library Corporation
- RSL-Whitehorse City Council Scholarship Committee
- Visual Arts Committee
- Chair Whitehorse Disability Advisory Committee

HIGHLIGHTS

Watching the growth of our ten Neighbourhood Houses, in particular the successful partnership of The Avenue Neighbourhood House and Eley Park Community Centre in making a vibrant and welcoming hub. Appreciating the major contribution of all our community groups, businesses, service organisations and sporting clubs in making Whitehorse a diverse, successful, sought-after destination.

Cr John Koutras
PO Box 8066
Burwood Heights 3151
Phone: 9888 8732
jkoutras@whitehorse.net.au

OFFICIAL COUNCIL APPOINTMENTS

- Whitehorse Business Group Inc.
- Advisory Committee for the Review of the Chief Executive Officer's Development

HIGHLIGHTS

It was an honour to serve the Whitehorse community as Mayor for a second term. It has also been exciting to work on the Board of the Whitehorse Business Group. The announcement of the Springvale Road Rail Grade Separation proceeding was a great success for Whitehorse after many years of lobbying and working to find a solution with the Federal and State Governments. The opening of Sportlink Vermont South was another great achievement.

SPRINGFIELD WARD

Cr Philip Daw
PO Box 2152
Rangeview Vic 3132
Phone: 9873 3108
philip.daw@whitehorse.net.au

OFFICIAL COUNCIL APPOINTMENTS

- MAV Local Sustainability Network
- MAV Transport and Infrastructure Advisory Group
- RSL-Whitehorse City Council Scholarship Committee
- Advisory Committee for the Review of the Chief Executive Officer's Development

HIGHLIGHTS

The year saw the creation of a diverse Council that is representative of the community. I am one of five new Councillors who have joined the team. The year's financial results are in and show a very favourable result. Many significant issues have been considered and addressed.

Cr Ben Stennett
PO Box 120
Nunawading 3131
Phone: 9878 2472
bstennett@whitehorse.net.au

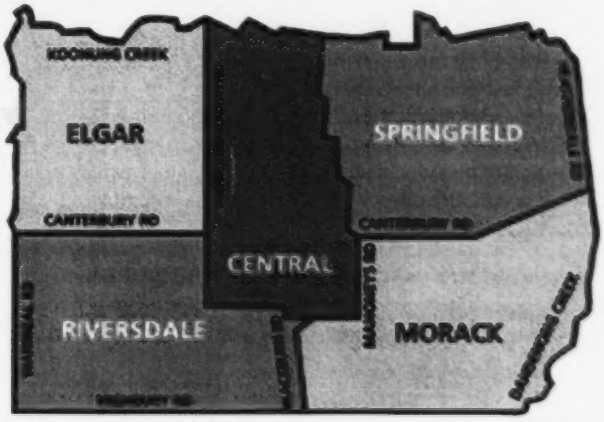
OFFICIAL COUNCIL APPOINTMENTS

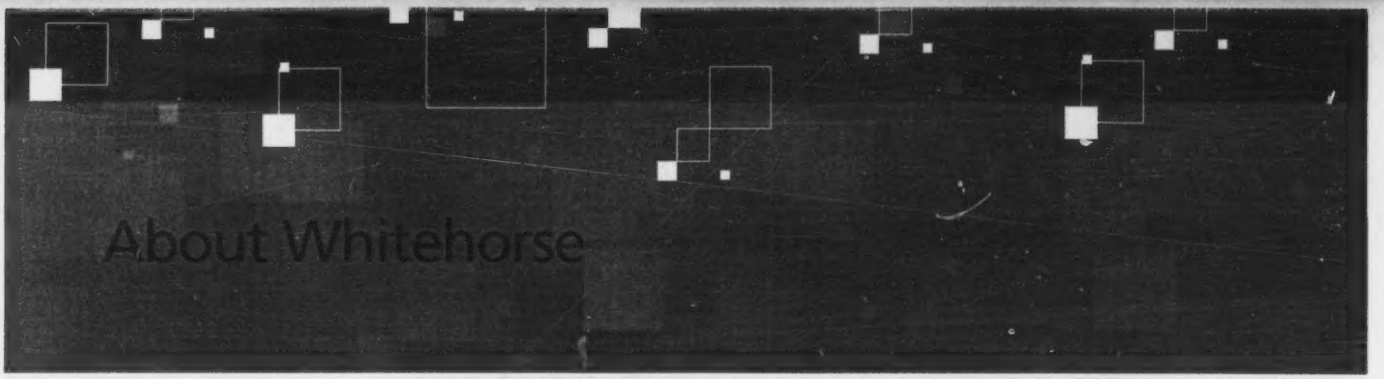
- Whitehorse Disability Advisory Committee
- Municipal Early Years Plan

HIGHLIGHTS

My role as Chair of the Whitehorse Municipal Early Years Plan, representing the Mayor at civic functions and assisting with the Disability Advisory Plan. I also supported the Council Plan and the 2009/10 Budget to keep rates at a low level, retain Council services and maintain Council assets to a high standard. I'm proud that Council successfully lobbied the State Government to begin grade separation works at the Springvale Road level crossing this year.

MUNICIPAL MAP





OUR LOCATION

The City of Whitehorse is located in Melbourne's eastern suburbs, just 15 kilometres east of the Melbourne Central Business District and covers an area of 64 square kilometres. The municipality is bounded by the City of Manningham in the north, the Cities of Maroondah and Knox in the east, the City of Monash in the south and the City of Boroondara in the west.

The city's boundaries are Koonung Creek, Worrell Street, Mitcham Road, Chippewa Avenue and Mullum Mullum Creek in the north, Dampier Grove, Heatherdale Road and Dandenong Creek in the east, Highbury Road in the south, and Warrigal Road, Alexandra Crescent, Windsor Crescent, Wilson Street, York Street, Barloa Road, Carlyle Street, Carrick Street, Kinsale Crescent, Kerry Parade, Evelina Street, Winfield Road and Sweyn Street in the west.

The City of Whitehorse includes the suburbs of Blackburn, Blackburn North, Blackburn South, Box Hill, Box Hill North, Box Hill South, Burwood (part), Burwood East, Forest Hill, Mitcham, Mont Albert, Mont Albert North, Nunawading, Surrey Hills (part), Vermont and Vermont South.

OUR RESIDENTS

The City of Whitehorse has an estimated resident population of 151,000 residents with almost one-third born overseas. The 2006 Census data shows that more than 110 different languages are spoken by residents of the city. The most common languages other than English are Cantonese, Mandarin, Greek, Italian, Vietnamese, Hindi, German, Sinhalese, Korean, Indonesian and Arabic.

The 2006 Census data also reveals that 62% of Whitehorse's residents are aged between 18 and 64, 21% are aged under-18 years and 17% are aged 65 and over.

Volunteering is an important part of the lives of many people living in Whitehorse with 20.5% of residents volunteering to help the community in some capacity compared to 15.5% for the Melbourne average.

OUR HISTORY

The City of Whitehorse was proclaimed in December 1994, following the amalgamation of the former cities of Box Hill and Nunawading. The birth of the city reunited the suburbs that formed the original Shire of Nunawading more than one hundred years ago.

The municipality derives its name and logo from a white horse dating back to the 1850s, when a white horse statue adorned the front entrance of the city's first hotel and two-storey building, the White Horse Inn.

The statue's history is bound up with a temperance campaign. In 1920, the year prohibition officially came into force in the United States, local option polls were undertaken and the Nunawading district, which included Box Hill, was one of only two in Victoria which voted to completely ban liquor licensing. As a result, the White Horse Inn, opened in 1853, was forced to cease trading. It became a boarding house until 1933 when it was demolished. At that time the owners donated the old hotel's symbol, the white horse statue, to the city and it was erected on the former site of the hotel. The white horse symbolises the city's identity and appeared on the former City of Box Hill's coat of arms.

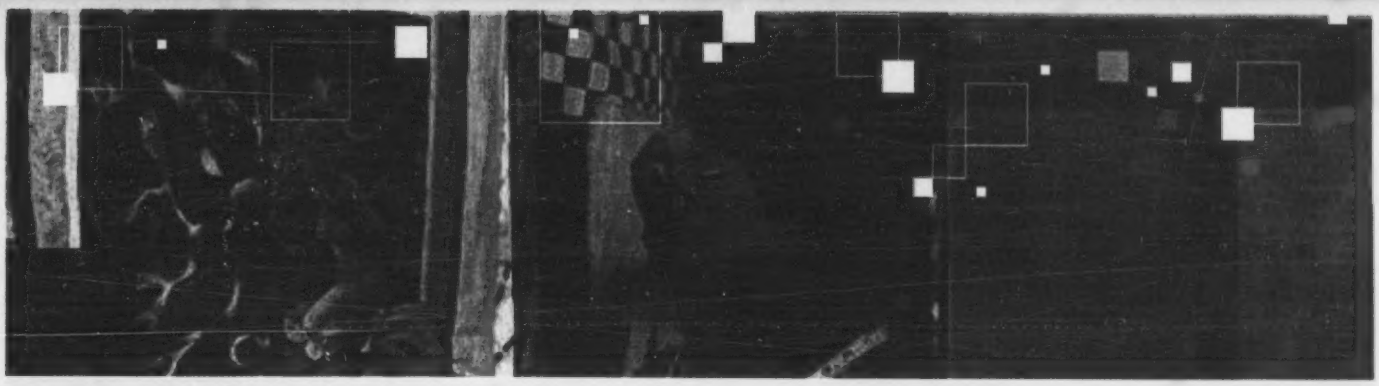
Tom Roberts, one of Australia's greatest landscape painters, came to Box Hill shortly after returning from a trip to France and Spain, where he had fallen under the spell of the impressionist movement. He was determined to capture the play of light and shade in the Australian countryside and was attracted by the open country that surrounded Box Hill. He was joined by several of Australia's most famous artists from 1885 to 1888.

Roberts and his friend and fellow painter, Frederick McCubbin, dissatisfied with the conservative approach to landscape painting which existed in most of Australia's art schools, chose Houston's Farm at Box Hill. It was an ideal location because it allowed them to pursue their experiments on weekends while retaining their jobs in Melbourne. They were soon joined by a number of other artists including Arthur Streeton, Louis Abrahams, Charles Colder, Jane Sutherland, Tom Humphrey and John Mather.

The City of Whitehorse has an impressive art collection containing a total of nine works by members of the Box Hill Artists' Camp, including McCubbin, Roberts and Streeton.

OUR LOGO

The city's logo is modelled on the knight, which is one of the most powerful and flexible pieces in the game of chess. The significance of the white horse emanates from the historical and mythological representation of strength, courage and fertility. The symbol of the white horse in Celtic mythology comes from the Goddess Epona (Gaul), Macha (Eire) and Rhiannon (Britain), each a guardian of good fortune 'for monarch and tribe'. In astrology the white horse characterises freedom, strength and growth.



OUR SERVICES AND FACILITIES

Whitehorse City Council provides more than one hundred high-quality services and facilities across a range of areas including Community Services, Environmental Services, Customer Services, Health and Wellbeing, Planning and Building, Parks and Gardens and more.

OUR ASSETS

Whitehorse City Council has a broad base of infrastructure assets, which provide services for our community. Over 700km of roads, 1430km of footpaths, 1300km of stormwater drainage network, 375 buildings and facilities including Children Services, Leisure and Recreation, Community and Cultural facilities, 52 sports fields, 174 playgrounds, an immense asset register of street trees and extensive bushland and parkland.

OUR STAFF

Council values its staff and the contribution they make to the organisation and the wider community. Council's workforce is approximately 1096 employees, many of these in part-time roles. The Equivalent Full-Time (EFT) positions were 575 EFT (actual) and 655 EFT (establishment). Whitehorse has a high percentage of staff who live locally with approximately 44% of the workforce living in the municipality.

OUR FEATURES

The City of Whitehorse is uniquely characterised by quiet tree-lined residential streets (with some areas dating back to the 1940s), a wealth of parks, gardens and natural bushland reserves, a range of bustling shopping centres, and many arts and cultural opportunities, and sports and leisure facilities.

The Whitehorse community has access to an extensive public transport system with trains, trams and buses all widely serving the area. Whitehorse boasts some of the region's leading educational, medical and leisure facilities and is home to the largest high technology precinct in eastern Melbourne, placing it at the cutting edge of the telecommunications, multimedia and information technology industry.

OUR LOCAL ATTRACTIONS

The City of Whitehorse has many attractions for its residents and visitors to discover and experience including:

- Box Hill Town Hall, which has been transformed into a vibrant hub for Whitehorse community groups incorporating an accredited art space to display Council's comprehensive art collection and a convenient meeting place for local businesses.
- The Whitehorse Centre, the city's premier arts and cultural centre which attracts thousands of theatre lovers each year. The Whitehorse Professional Theatre and Music Season showcases some of the best professional theatre from around the country at the Whitehorse Centre.
- Schwerkolt Cottage and Museum complex in Mitcham is a heritage listed pioneer's stone cottage in a garden setting surrounded by 2.25 hectares of bushland. This popular attraction is open to the community on weekends.
- Blackburn Lake Sanctuary is one of the area's most important environmental assets and is regarded as one of the most important bird refuges in metropolitan Melbourne.
- The Box Hill Community Arts Centre is an artistic and cultural hub and home to a wide variety of local arts and community groups. The centre offers art and craft classes, an exhibition space, art shop and community meeting space.
- Sportlink Vermont South, Aqualink Nunawading and Aqualink Box Hill are facilities that attract thousands of people each week.
- An outstanding range of community events and festivals, including Australia Day celebrations, the annual Spring Festival, Heritage Week, Summer Music Series and Carols by Candlelight.

OFFICE AND CONTACT DETAILS

Council's main administration office and Customer Service Centre is located at:

379-397 Whitehorse Road,
Nunawading Victoria 3131
Hours: Weekdays 8.30am-5.30pm
Cashiers open for payment weekdays 8.40am-5pm

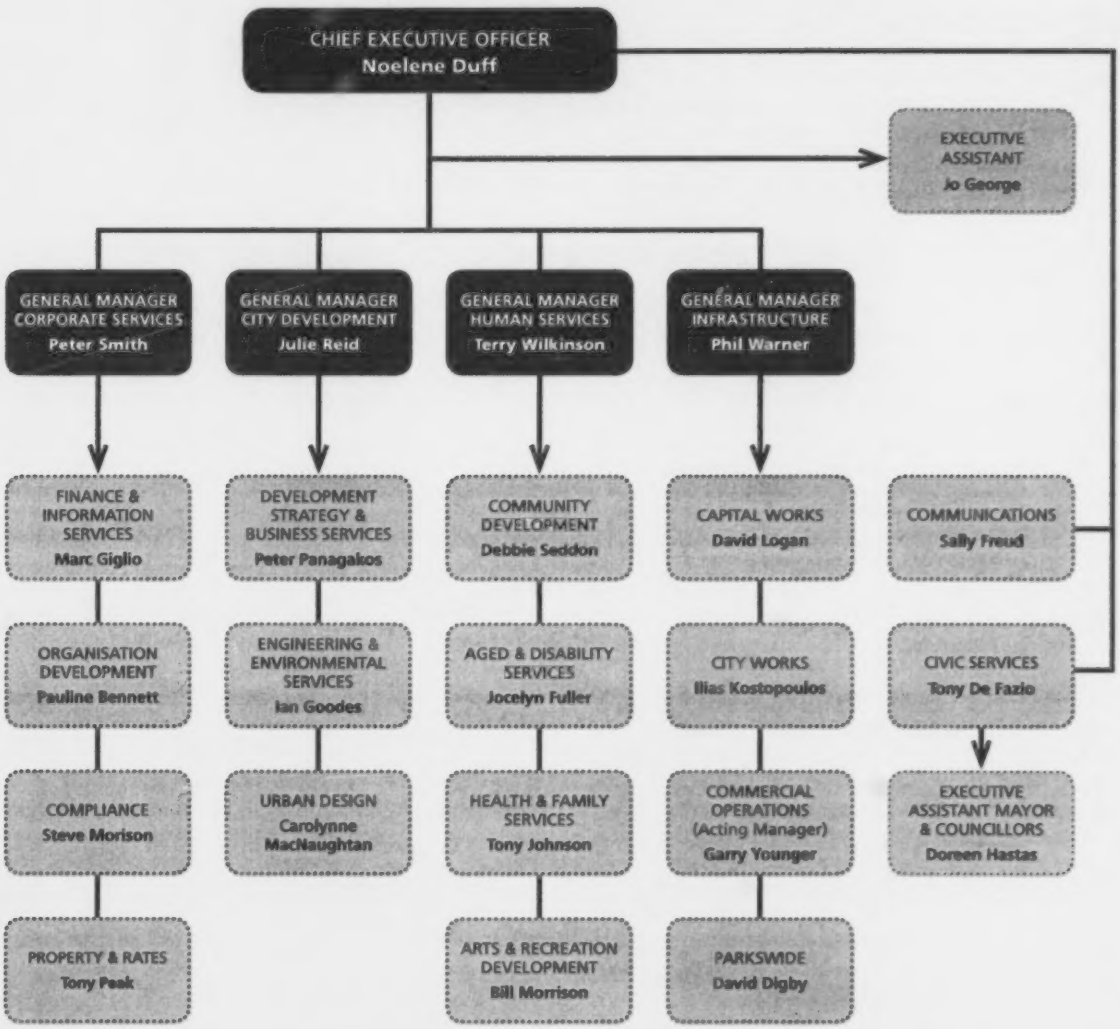
Other Service Centres are located at:

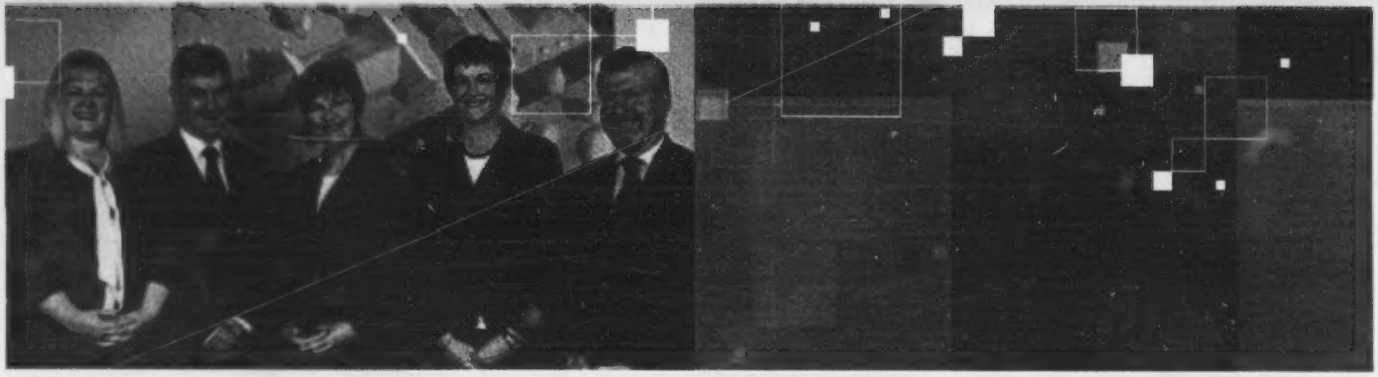
Box Hill Town Hall	1022 Whitehorse Road Box Hill Victoria 3128 Hours: Weekdays 9am-5pm
Forest Hill Chase Shopping Centre	Shop 130, Canterbury Road Forest Hill Victoria 3131 Hours: Weekdays 9am-5pm Saturday 9am-12pm

Council's postal address is: Whitehorse City Council, Locked Bag 2, Nunawading DC Victoria 3131

Our Organisation

ORGANISATION STRUCTURE





EXECUTIVE TEAM

Whitehorse City Council's Executive Team comprises the Chief Executive Officer and four General Managers who together are responsible for the following divisions:

- Executive Services
- City Development
- Corporate Services
- Human Services
- Infrastructure

EXECUTIVE PROFILES

Noelene Duff
Chief Executive Officer

Prior to joining Whitehorse City Council in 2000, Noelene was Director of Customer Services at the City of Monash and had held management roles in State and Local Government including Senior Policy Advisor Department of Premier and Cabinet and the Health Department of Victoria. She has also worked as a social worker in Local Government, the community sector and the voluntary sector.

Qualifications: Noelene has a Master in Business, Graduate Diploma in Business, Bachelor of Social Work and Bachelor of Arts. Professional roles have included President of Local Government Managers Australia (LGMA), the national peak body for Local Government Managers, and President of Local Government Professionals (LGPro), the Victorian association for Local Government Professionals. She is also a Fellow of the Australian Institute of Company Directors, the Institute of Public Affairs Australia, LGMA and LGPro, as well as a member of the Box Hill Institute Board and of Council's Audit Advisory Committee. Noelene is also Vice President of the International City/County Managers Association.

Areas of Responsibility: As CEO, Noelene is responsible for the overall management and performance of all Council operations. The four General Managers report to her and she is directly responsible for the Civic Services and Communications Departments.

HIGHLIGHTS OF 2008/09:

- Successfully lobbying the State and Federal Governments to secure funding for Springvale Road Rail Grade Separation Project.
- Continued positive feedback from the community on their satisfaction with Council's performance overall and specifically Council's performance in operational and community services, facilities and events.
- Continued strong advocacy role on behalf of the community which achieved funding for the upgrade of Wembley Park Stadium, the grade separation at Springvale Road Crossing and Sportlink Vermont South.

CHALLENGES AHEAD:

- Infrastructure renewal and management.
- Managing community expectations for services and facilities in a tight financial situation.

Julie Reid
General Manager City Development

Julie joined Council in January 2009. Prior to joining Whitehorse City Council she worked at a number of Councils in Victoria, New South Wales and the United Kingdom including the City of Bayside, City of Westminster (UK), Lancashire County Council (UK), Wollondilly Shire Council, Gloucester Shire Council and the City of Berwick. She has extensive experience in land use and environmental planning, strategy and policy development.

Qualifications: Bachelor of Arts (Urban Studies), Master of Planning, Graduate Diploma of Management (Distinction).

Areas of Responsibility: Development, Strategy and Business Services, Engineering and Environmental Services and Urban Design.

HIGHLIGHTS OF 2008/09:

- Securing State and Federal Government funding for the delivery of the Springvale Road Rail Grade Separation Project.
- Whitehorse City Council Civic Centre redevelopment completion.
- Completion and adoption of the Whitehorse *Water Action Plan* and *Energy Action Plan 2009-2014*.

CHALLENGES AHEAD:

- Working with the Springvale Road Rail Alliance to ensure the successful delivery of the Springvale Road Rail Grade Separation and achieving positive outcomes for Nunawading Activity Centre.
- Seeking funding to support Box Hill Central Activities District.

Peter Smith
General Manager Corporate Services

Peter came to Whitehorse City Council in July 2007 following nine years at Telstra, most recently as General Manager Financial

Assurance and Development. Prior to this he had held various corporate and financial roles with Eastman Kodak Asia Pacific in Tokyo and Kodak Australasia.

Qualifications: Bachelor of Commerce from Melbourne University and a registered CPA with the Australian Society of Accountants.

Areas of Responsibility: Finance and Information Services, Organisation Development, Compliance, and Property and Rates.

HIGHLIGHTS OF 2008/09:

- Completion of year-one initiatives under Council's *Domestic Animal Management Plan* (DAMP).
- Development of the *Council Plan 2009-2013*.
- Reveiw and update the Geographical Information System (GIS) Strategy 2010-2015.

CHALLENGES AHEAD:

- Continued implementation of Whitehorse City Council's *Information Technology Strategic Plan* that will address Council's technology requirements for the next three to five years and beyond.
- Attraction and retention of high quality staff to work at Whitehorse City Council.
- Continuing steady progress towards achieving the financial sustainabilty measures set out by the Victorian Auditor General, ensuring that Whitehorse City Council is able to deliver services and Capital Works that will meet the needs of its community for many years to come.
- Finalise review of Council's IT Disaster Recovery Planning and emergency management procedures.

Terry Wilkinson

General Manager Human Services

Prior to joining Whitehorse City Council in 2003, Terry had extensive experience working in the Human Services area of Local Government with positions at the City of Maroondah and the Shire of Yarra Ranges. She has also worked in not-for-profit child and family support agencies.

Qualifications: Graduate Diploma in Business Administration and a Master of Business Administration, Fellow LGMA, Graduate of the Australian Institute of Company Directors.

Areas of Responsibility: Aged and Disability Services, Arts and Recreation Development, Community Development, Health and Family Services and Library Services.

HIGHLIGHTS OF 2008/09:

- Excellent Spring Festival and Australia Day events delivered.
- Efficient lighting and water-saving program initiated for people eligible for Home and Community Care.
- Development of *Volunteer and Civic Participation Strategy*.
- Completion of *Aqualink Box Hill Redevelopment Concept Plan*.

CHALLENGES AHEAD:

- Ongoing advocacy for increased funding, particularly for Aged and Disability Services.
- The implementation of the new children services regulations and the future increasing costs for childcare.
- Workforce planning – ensuring we have the right people with the right skills that can continue to deliver services for the community.
- Redevelopment of Aqualink Box Hill.

Phil Warner
General Manager Infrastructure

Phil joined Whitehorse City Council in 1995 and has held a number of different management positions within Council. Phil was appointed to his current position as General Manager Infrastructure in June 2003. He has extensive experience in Local Government management roles including Manager Strategic Projects and Manager Statutory and Development Services.

Qualifications: Diploma of Environmental Science, Graduate Diploma in Highway and Traffic Engineering and Diploma Company Directors Course. Fellow of LGPro and Institute of Public Works Engineering Australia.

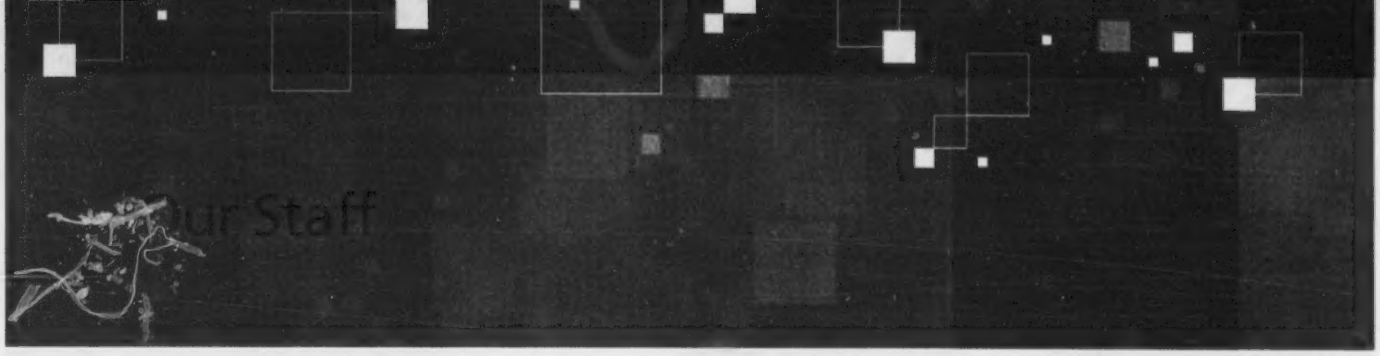
Areas of Responsibility: Capital Works, City Works, Commercial Operations and ParksWide Departments.

HIGHLIGHTS OF 2008/09:

- Delivery of Council's comprehensive $26.9 million Capital Works Program.
- Completion of the multipurpose indoor sports facility Sportlink Vermont South.
- Implementation of drought-tolerant grasses on ovals and management of vegetation during drought conditions.

CHALLENGES AHEAD:

- Implementation of an Integrated Asset Management System.
- Investment in Council's existing assets to ensure that an appropriate level of service can be delivered to the community.
- Managing open space in drought conditions.



OUR STAFF

Whitehorse City Council values the contribution of its dedicated people in delivering more than 100 different services to 151,000 residents in the community. These staff also assist in the management of Council assets valued at approximately $1.7 billion.

Council prides itself on providing a safe and enjoyable working environment and management is committed to ensuring the wellbeing and harmony of all employees to ensure they achieve Council's objectives to the best of their ability.

Council's Human Resources Strategic Framework and its Collective Agreement are central to its human resource management strategies. The core values and standards of performance required by all staff are set out in the agreement highlighting teamwork, professionalism and a commitment to residents and customers.

As at 30 June 2009, Council had 1096 employees or 575 Equivalent Full-time Employees (actual) and 655 Equivalent Full-time Employees (establishment). A feature of our workforce is that approximately 44% live within the Whitehorse Municipality.

Staff Profile

- Full time: 369 (compared with 372 in 2007/08)
- Part time: 476 (compared with 525 in 2007/08)
- Casual: 251 (compared with 285 in 2007/08)
- Females 703
- Males 393

In 2008/09 there were 216 vacancies advertised for the organisation, the majority being vacancies from employees leaving the organisation or being promoted. During the year, Council sold its Residential Aged Care facilities which impacted on 106 employees who were predominantly in part-time roles. The turnover rate for Council staff, excluding those employed at the Residential Aged Care facilities, was 14%.

Listening to Our Staff

Whitehorse City Council employees are consulted in a range of ways including a comprehensive intranet service. The Whitehorse City Council Consultative Committee is an important consultation mechanism for employees comprising five employee delegates and five management representatives who oversee industrial issues and provide advice to management on the development of a harmonious, productive and satisfying workplace.

The committee and union representatives commenced the negotiation of a new Collective Agreement in November 2008 which has provided Council with an ongoing and constructive employee relations framework. Extensive consultation mechanisms are also in place for Occupational Health and Safety (OH&S) processes.

EQUAL OPPORTUNITY

Council is committed to providing a workplace free of all forms of discrimination, bullying and harassment and aims for equality of opportunity for all employees. Council's policy and practices aim to ensure that there is no discrimination relating to the characteristics listed under the *Equal Opportunity Act (1995)* such as race, colour, sex, marital status, parenthood, physical or mental impairment, age, criminal record, religious or political affiliation. The Human Rights and Equal Opportunity (HR&EO) Committee promotes employee and management awareness of HR&EO issues and procedures. Trained contact officers are also available throughout the organisation to provide a first point of confidential contact and information for employees on equal opportunity issues.

LEARNING AND DEVELOPMENT

Council encourages all employees to reach their full potential by pursuing and developing their career and professional interests. A range of formal and informal learning opportunities and development activities are provided and these have been identified in consultation with management and employees through Council's Performance Appraisal and Development Program. These opportunities include:

- Corporate training – generic training aiming to increase organisational capacity in management and skill development. For example, computer skills, compliance training such as equal opportunity or OH&S, conflict management.
- Departmental – specific training to improve and develop departmental or divisional service delivery. For example tailored team building.
- Positional – specific training to perform the duties of the position.
- Seminars/conferences – attendance at relevant conferences and seminars to assist with professional development.

- Career development – focusing on long-term career development and career planning. For example study assistance to pursue relevant tertiary courses and the use of traineeships to introduce new employees into the organisation while they study.

FAMILY FRIENDLY / WORK LIFE BALANCE

Whitehorse City Council strives to be an employer of choice and is committed to assisting employees in managing the balance between work, family and outside interests. In this area Council has introduced and made available a wide range of flexible work practices and family friendly provisions such as:

- The ability to purchase additional annual leave (48/52 provisions).
- Return to work on reduced hours (part-time) after parental leave until children have reached school age.
- Job share arrangements to assist with returning to work on reduced hours after parental leave.
- The ability to use leave entitlements one day per week for an extended period, particularly for phased retirement.
- The ability to work from home.
- Flexible hour arrangements.
- Paid maternity (14 weeks) and paternity (2 weeks) leave.
- Assisting with the cost of childcare for out of hours meetings that employees are required to attend.
- Carer's leave.

In addition to these initiatives, Council sought to verify its Employer of Choice offerings by participating in the Hewitt – Employer of Choice annual awards process in 2008 that produced commendable results for an organisation participating in these awards for the first time.

OH&S AND WORKCOVER

Whitehorse City Council continues to ensure that it meets its OH&S obligations. There has been ongoing development and review of Council's Safety Management System to ensure it reflects the organisation's operational requirements.

OH&S consultation occurs at two levels, via the Corporate Consultative Committee and local area meetings. OH&S training is delivered at an organisational and local area level. Fitness for Work initiatives, including pre-employment medicals and health surveillance programs, have been implemented and will continue to be developed.

A WorkCover induction program is in place for managers and supervisors to assist with understanding the Workers Compensation system and ensure compliance with the *Accident Compensation Act (1985)*. A series of training programs is being delivered for managers and supervisors to assist with understanding the importance of proactive early rehabilitation intervention and the role it plays in significantly reducing cost, improving productivity, safety and employee morale.

In March 2009, Council participated in a pilot project run by WorkSafe Victoria for large employers that will provide valuable information for process improvements to Council's OH&S systems.

HEALTH AND SAFETY ACHIEVEMENTS IN 2008/09

- Improvements in OH&S reporting and the visibility of OH&S performance data.
- Completion of the WorkSafe Employer Performance Management Program audit.
- Revision of building emergency procedures for multiple Whitehorse City Council sites to ensure compliance with relevant Australian Standard improving emergency preparedness.
- Completion of incremental test and tag regime across all sites of Council to ensure electrical equipment is safe for use.
- Conducted hearing tests for all at risk groups identified to ensure compliance with legislation and increase awareness.
- Increased general health and wellbeing through the introduction of a corporate health and wellbeing e-magazine.
- Improved consultation through OH&S Corporate Committee initiatives.
- Improved understanding and knowledge of Council's legal obligations through the OH&S Learning and Development initiatives.
- Improved health and wellbeing of outdoor staff by conducting skin checks and education programs as part of the sun protection policy.
- Investigation and trial of an organisation wide online contractor induction system to enable greater compliance with OH&S legislation in contractor management.
- Improved awareness and involvement of all staff through promotion activities via Health and Safety Month initiatives.

What Our Community Thinks Of Us

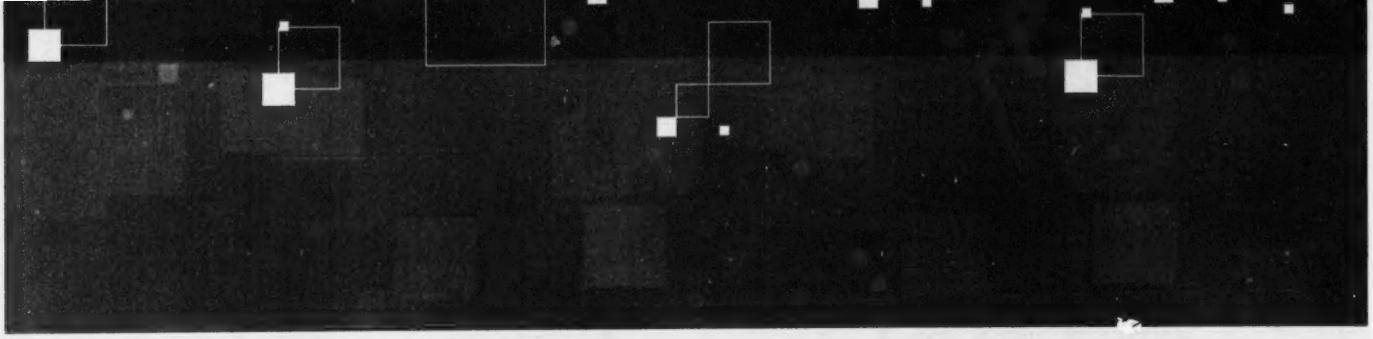
Whitehorse City Council uses the results from two major annual surveys to gauge resident satisfaction with its performance, to determine areas for improvement, to assist in preparing its Budget and to plan for the future.

The two surveys used are the *Annual Community Survey*, conducted on Council's behalf by an independent company, and the State Government's annual *Local Government Community Satisfaction Survey* commissioned by the Department of Planning and Community Development (DPCD).

2009 ANNUAL COMMUNITY SURVEY

Council commissioned independent market research firm Nexus Research to conduct the annual survey on behalf of Council in January this year. A total of 1000 questionnaires were randomly distributed to households in the municipality and 257 were returned, which is considered a good response.

In the survey, residents were asked to indicate their satisfaction with Council services in a range of areas including their urban environment, human services, and leisure and cultural services. They were also invited to identify issues of concern to them. A five-point ranking scale was used of 'excellent', 'good', 'adequate', 'needs some improvement' and 'needs a lot of improvement'.



Council maintained a high standard of community satisfaction in this survey with 91% of residents who responded saying they were satisfied with the overall performance of Council. It was the ninth consecutive survey where Council had received a community satisfaction rating of 90% or more.

- 95% of residents surveyed were satisfied with their quality of life in the City of Whitehorse, a slight increase on the 94% recorded last year.
- 88% were satisfied with communication they received from Council.
- 80% believed they received enough information about Council services and activities.

While the survey highlighted many of Council's successes in service delivery, it also revealed a few areas where Council could strengthen the level of community satisfaction. These included traffic management in residential streets, planning services, investigation of complaints about building construction and parking enforcement. This information will assist the relevant departments in their future planning.

The 2009 survey results showed improvements in a number of areas including:

- Family Day Care up 8% to 88%.
- Playgrounds up 6% to 90%.
- Animal Control up 6% to 80%.
- Road Surface up 5% to 92%.
- Footpath Maintenance up 5% to 69%.

Top performing service areas include:

- Garbage Collection at 98%.
- Immunisation at 96%.
- Activities at Whitehorse Centre at 95%.
- Activities at Box Hill Community Arts Centre at 94%.
- Facilities/Programs at Nunawading Community Centre, Silver Grove at 94%.
- Festivals and Cultural Events at 94%.
- Recycling Services at 94%.

2009 DPCD SURVEY

Whitehorse City Council also received positive results in the State Government's annual Local Government Community Satisfaction Survey. This survey was conducted in 2009 by the DPCD in partnership with Local Government.

Results of this survey show a very high result for the City of Whitehorse in overall performance against other inner metropolitan councils which participated in the survey.

This survey was undertaken by an independent market research consultancy that used a questionnaire identical to that used in 2008 to ensure comparative results were collected.

The survey was conducted by phone with a random sample of people selected from postcodes across the City of Whitehorse and 350 people participated.

The City of Whitehorse was also above the median result for inner metropolitan councils when it came to economic development (indexed mean of 66) and town planning policy and approvals (60).

This was the twelfth DPCD survey and Whitehorse City Council has participated each year.

SECTION TWO

Highlights

Services We Delivered

Each year Whitehorse City Council provides more than 100 different services and programs to the community including Aged Care, Leisure and Culture, children, family and youth, Community Development, libraries, parks and open space, community festivals and events, waste and recycling, roads, drains, footpaths and other infrastructure.

This section provides a summary of some of Council's services (listed alphabetically) in 2008/09. Complete departmental reports begin on page 42 of this Annual Report.

AGED AND DISABILITY SERVICES

Services Provided: A range of in-home and community based services to frail older persons, people with a disability and their carers including meals, home care, personal care, respite care, home maintenance, transport services and social support programs and activities.

Services Delivered in 2008/09

- 124,000 Delivered Meals were provided to 1100 residents.
- 132,000 hours of Home Support services including domestic, personal and respite care services provided to 4200 residents.
- 43,500 hours of Social Support groups and planned activity groups held.
- 5850 hours of Home Maintenance provided to 1500 residents.
- 15,000 journeys were provided to residents through Council's Assisted Transport service for a range of reasons including shopping and attending medical appointments.

BUSINESS AND ECONOMIC DEVELOPMENT

Services Provided: The Business and Economic Development Unit in supporting business development and growth, facilitates strategic planning and policy development, encourages investment attraction and business sustainability, coordinates networking and strategic business partnerships, provides business research and information and assists in the promotion of local businesses.

Services Delivered in 2008/09

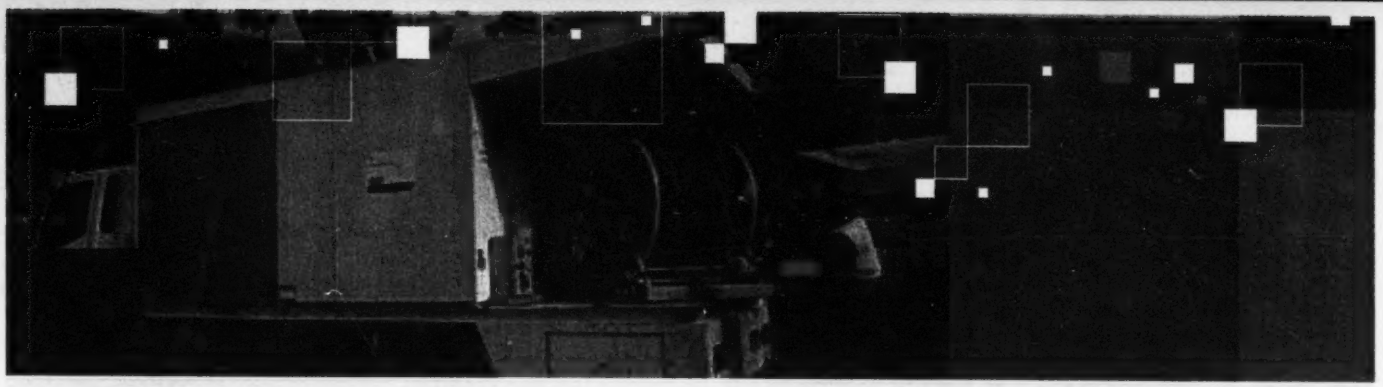
- 1000 local businesses registered and 2000 users requested further information on Council's online business directory www.wbiz.com.au
- On average, 150 businesses attended Whitehorse Business Group business networking events.
- The Whitehorse Business Group also nominated ten local businesses for the Whitehorse Business Awards Program.
- Whitehorse Business Week (August 2008) attracted audiences of over 800 business representatives during the week of events.

CAPITAL WORKS

Services Provided: Capital Budget planning, Capital Works Program monitoring and reporting, asset management strategy and MAV STEP Program management and reporting, project management of capital building projects and in-house architectural design support, maintenance of Council buildings and regulatory compliance with the Building Code of Australia.

Services Delivered in 2008/09

- Development of the annual Capital Works Budget.
- Monthly expenditure and progress status reports on all capital projects.
- Development of tender documentation for an Asset Management System.
- Reviewed and modified Council's Asset Management Policy.
- Completed 30 building construction projects with a combined value of in excess of $4 million.
- Completed 16 building renewal projects with a combined value of approx $1 million.
- Responded to 3316 requests for building maintenance works.



CITY WORKS

Services Provided: Maintain sealed local roads, footpaths, kerb and channel, drainage pits, underground drains and shopping centres, street signs, line marking, remove graffiti, street sweeping, clean public barbecues and toilets, empty street litter bins and collect rubbish that has been dumped.

Services Delivered in 2008/09

- In-house crew made safe 1538 concrete slabs by removing hazards.
- External contractors made 12,044 concrete slabs safe.
- Upgraded 36,149 square metres of footpath including new footpath sections and upgrades to existing footpath.
- Repaired 820 square metres of potholes and minor road repairs using 80 tonnes of asphalt.
- Replaced or repaired 7750 signs throughout the city.
- Cleared 2930 storm water drainage pits and 13,627 lineal metres of drains.
- Responded to 2356 drainage requests.
- Responded to 9658 customer requests.
- Issued 144 graffiti removal kits and offered 185 litres of paint to residents and traders to assist in removing graffiti from their properties.

COMMERCIAL OPERATIONS (DEPOT, WHITEHORSE RECYCLING AND WASTE TRANSFER CENTRE)

Services Provided: A safe and clean facility to dispose of waste and recyclable materials.

Services Delivered in 2008/09

- 57,296 tonnes of rubbish were carted to landfill from the Whitehorse Recycling and Waste Transfer Station.
- 887 tonnes of clean cardboard and paper were separated and recycled.
- 1039 tonnes of scrap metal were collected and recycled.
- 34 tonnes of glass were collected, separated into their colour groups and recycled.
- 2520 batteries were separated and recycled.
- 720kgs of aluminium cans were separated and recycled.
- 2210 tonnes of clean concrete were separated and carted off site.
- 9500 tonnes of clean green waste separated, chipped and carted off site by Barkking since December 2008.
- 1742 mattresses were separated and recycled.

COMMUNITY DEVELOPMENT

Services Provided: Provide a range of initiatives to improve the wellbeing, social connectedness, capacity and strength of the Whitehorse community. Includes social research, community profiling, policy development, strategic planning, capacity building, community strengthening, health promotion and other specific projects with an emphasis on working in partnership to develop our community.

Services Delivered in 2008/09

- Strategic coordination of over 500 Council volunteers in partnership with other service areas.
- Developed and delivered eight community events (Seniors Festival, Harmony Day, Volunteer Recognition Lunch, Housing Week event, Refugee Festival (in partnership), Women's Forums and Sorry Day flag raising ceremony).
- Provided community grants in the form of cash and discount support to over 200 community groups.
- Resourced and supported two Council advisory committees and worked with many community groups in the Whitehorse community.
- Developed five booklets and strategies.
- Supported 10 Neighbourhood and Community Houses.
- Managed and distributed two Whitehorse Scholarships.
- Participated on many committees, working groups and projects to support the development of local community groups and actions.

COMPLIANCE (TRAFFIC AND LOCAL LAWS)

Services Provided: Administer a series of acts, regulations and local laws to help maintain community safety and amenity. These cover animal management, school crossing supervision, parking control, fire prevention and local law administration.

Services Delivered in 2008/09

- 8075 service requests received.
- 21,866 dogs and cats registered.
- 21,050 parking infringement notices issued.
- 470 dogs and 1 cat impounded.
- 16,976 pieces of correspondence responded to.
- 1006 warning parking notices issued.
- 30,517 phone calls to Traffic and Local Laws Department answered.
- 1652 Disabled Parking Permits issued.
- 1701 Local Law permits issued.

CULTURAL FACILITIES AND PROGRAMS

Services Provided: A broad range of arts and cultural services including a program of performing arts and functions at the Whitehorse Centre, visual art classes and room hire at the Box Hill Community Arts Centre, management of Box Hill Town Hall including the Art Space and exhibition program, museum and heritage site management, free events, markets and major festivals.

Services Delivered in 2008/09

- More than 60,000 people attended Council's annual festivals including Spring Festival, Australia Day Concert and Summer Music Series.
- An average of 5838 regular users and visitors a month, a total of 75,903 a year at the Box Hill Community Arts Centre.
- 13,792 people attended shows in the Whitehorse Professional Theatre and Music season.
- 3485 people visited Schwerkolt Cottage and Museum Complex.
- 10 schools participated in the Artists in Schools Program and shared $22,000 in funding.
- 1806 meetings were held at the Box Hill Town Hall.
- 6227 people attended courses at the Box Hill Community Arts Centre plus 32 exhibitions for the year.

ENGINEERING

Services Provided: Periodic maintenance and upgrades of local roads and drains, provision of streetlighting, road safety programs, traffic management and sustainable transport.

Services Delivered in 2008/09

- Resurfaced and reconstructed 53,000 square metres of local roads.
- Rehabilitated and constructed 1120 metres of stormwater drains.
- Walking School Bus at 9 schools.
- Placement of Council's 6 speed observation trailers in 230 locations throughout the city.
- Sixteen novice driver sessions delivered to secondary schools in programs such as Keys Please, Fit to Drive and Looking After Our Mates.
- 52.5% of electricity for streetlighting was purchased as accredited GreenPower in 2008/2009, an increase from 15% GreenPower in 2007/2008.

ECOVISION, WASTE AND RECYCLING

Services Provided: Collection of garbage, recycling and garden organic bins and hard waste collections. Home composting incentive program.

Services Delivered 2008/09

- Collected 19,108 tonnes of recyclable materials made up of 11,772 tonnes of paper, cardboard and liquid paperboard, 4585 tonnes of glass, 2309 tonnes of plastics, 19 tonnes of aluminium and 423 tonnes of steel cans.
- Collected and recycled 4717 mattresses from the hard waste collection.
- Facilitated the Sustainability Street community program in 4 geographical hubs.
- Provided training to 20 residents through the Sustainable Ambassadors program.
- Provided financial rebates to 24 households that installed solar hot water systems, 109 households that installed solar panels and 178 households that installed water tanks.
- Assisted 170 Whitehorse residents to obtain discounted solar power installations for their homes through the Solar Suburbs program.
- Developed and conducted a series of 6 community forums and workshops covering topical sustainability issues such as insulation, solar hot water, energy-saving measures in homes and businesses, and GreenPower.

HEALTH AND FAMILY SERVICES

Services Provided: Maternal and child health, home based and centre-based childcare, youth and family support, food safety monitoring, infection control, immunisation programs and pre-school support.

Services Delivered in 2008/09

- 31,500 consultations at maternal and child health centres.
- Maternal and child health nurses supported 7300 families, including 1995 new mothers and their babies.
- Care provided for more than 1250 families at Council's childcare centres.
- 298,000 hours of care provided by the Whitehorse Family Day Care scheme for 450 children.
- More than 21,500 infants, school aged children and adults were vaccinated under Council's immunisation program.
- 250 families were assisted through family support programs.
- More than 1700 food safety assessments undertaken during the year.
- More than 5250 young people accessed services at Youth ConneXions.
- Individual counselling support was provided to more than 1070 young people.
- 17 projects totalling $51,000 were funded in 13 schools (involving 2000 students) under the School Focused Youth Service aimed at building resilience, healthy relationships and increased engagement between young people and their peers, school and the community.
- More than 190 young people participated in Youth Week activities held in April 2009.

LEISURE FACILITIES AND RECREATION

Services Provided: Encompassing open space areas including bushland reserves, parks and gardens, sporting fields, playgrounds and off-road trails. Council also provides support and assistance to approximately 250 sports and recreation clubs and manages five major leisure facilities including Aqualink Box Hill, Aqualink Nunawading, Morack Public Golf Course, Sportlink Vermont South and Nunawading Community Centre.

Services Delivered in 2008/09

- $290,000 of upgrades carried out at Whitehorse City Council playgrounds.
- Maintained 590 hectares of parks and open space owned and managed by Council.
- $140,000 for cycling planning and infrastructure.
- $30,000 for gravel path upgrades.
- 556,878 people attended Aqualink Nunawading and 667,805 people attended Aqualink Box Hill.
- 67,384 golfers played at the Morack Golf Course.
- Approximately 100,000 people attended Nunawading Community Centre.
- 74,000 attendances were recorded at Sportlink Vermont South in the five months from the official opening.

LIBRARY SERVICES

Services Provided: Public library services in Whitehorse are provided by the Whitehorse Manningham Regional Library Corporation through the four locations of Blackburn, Box Hill, Nunawading and Vermont South Libraries, providing access to an extensive range of print and electronic resources and programs. The Library website www.wev.vic.gov.au provides access to library services 24-hours a day, seven days a week and the Library's outreach service provides for residents who are unable to visit a library branch.

Services Delivered in 2008/09

- Open 194 hours per week.
- 1,701,820 items borrowed.
- 777,047 visits to libraries.
- 67,859 reference enquiries.
- 59,642 internet bookings.

PARKSWIDE

Services Provided: Maintenance of open space, parks, gardens recreation reserves, horticultural assets. Maintenance and enhancement of remnant bushland reserves, management and maintenance of street and park trees, general parks and gardens maintenance and horticultural services. ParksWide also manages Council's nursery, sports fields as well as maintaining playgrounds and other items of open space infrastructure.

Services Delivered in 2008/09

- 1087 street trees planted.
- 559 indigenous trees planted.
- 11 indigenous corridors upgraded.
- 1,695,720.00 litres of recycled water used for last financial year to establish street trees.
- 3056 pruning requests completed.
- Approximately 36,000 street trees pruned.
- 52,387 nursery plants sold.
- $8215 worth of plants donated to schools and community groups.
- 506 street trees grown for planting.
- 110 Whitehorse City Council parks and gardens upgraded.
- 35,199 indigenous plants.
- 23,556 grasses planted.
- 5248 ground covers planted.
- 4374 shrubs planted.
- 2021 trees planted.

PLANNING AND BUILDING SERVICES

Services Provided: Strategic land use planning and advice, planning scheme amendments, assessing planning permit applications, and issuing building permits. Council is also responsible for upgrading and maintaining local roads, drains and footpaths and streetlighting.

Services Delivered in 2008/09

- Issued 162 building permits.
- Issued 377 siting report and consents.
- Processed more than 1000 planning applications (including amendments).
- Answered 38,335 planning and building phone calls.
- Received 8157 service requests.

Major Projects

SPORTLINK VERMONT SOUTH

In 2004, Council adopted the *Recreation Strategy Plan 2004-2009*. This strategy identified that there was a need to provide more facilities for women to play sport – particularly netball. A more thorough analysis of sports facilities resulted in a recommendation that an indoor netball/multipurpose facility be constructed at Hanover Road Vermont South. Council accepted the recommendation and allocated $8.3 million across the 2006/2007, 2007/2008 and 2008/2009 Budgets for a multipurpose indoor sports facility to be constructed.

Community consultation was a significant component of the project. The multipurpose nature of the new facility, adjacent community facilities, residents, the wide range of sporting and community groups interested in using facility and the funding from the State Government and the local netball association required stakeholder input on all aspects of the project.

Stakeholder engagement, funding, project delivery, the role of the architect, asset management principles and environmentally sustainable design, were considered in all aspects of the project.

Sportlink Vermont South was officially opened on Saturday 7 February 2009 with a great celebration. Council's vision for a multipurpose indoor sports facility with four indoor courts and four outdoor courts with associated amenities was fulfilled.

While the project was completed four months later than planned, within the revised $8.3 million Budget, most importantly the facility has been constructed to the designated standard ensuring the level of service provided to the users is outstanding.

Delivery of the project raised questions about the merit of using 'on-time' and 'on-Budget' as the assessment criteria for the delivery of a successful project. This project has been delivered in a timely manner and within Budget but these are not criteria that the stakeholders use in determining the success of the project. Stakeholders are more interested in the way they have been engaged in all parts of the project, the facility being fit for purpose and the level of service and amenity provided to them as users of the facility.

Sportlink Vermont South is used every day for many recreational activities and addresses the needs identified in Council's *Recreation Strategy Plan 2004-2009* and the *Indoor Sports Facility Feasibility Study*.

Council's challenge is to preserve the facility at an appropriate standard to maintain the level of service required by the users and the community.

WARM SEASON GRASS TRANSFER PROGRAM

Management of the turf on sports fields throughout Whitehorse has proven to be very challenging with ongoing drought conditions and water restrictions. Given this climate challenge, Whitehorse City Council developed a rolling program to ensure playing fields have good grass coverage during sustained dry periods.

Warm season grasses such as couch and kikuyu, will replace the existing cool season grasses, which don't cope well with a limited water supply.

In the process of transferring the new grass types, Council has also been upgrading the surface of the fields – which allows quicker recovery after sustained use. Warm season grasses require up to 70% less water during the summer months, provide a more level-playing surface and increase the sport field's ability to withstand high temperatures and reduced rainfall.

Council's Warm Season Grass Transfer Program is a long-term project that will take around seven years to complete, with around 16 grounds already fully transferred to the new grass types.

This project will not only create more durable playing fields but will also greatly decrease the amount of water required to maintain these grounds. A water reduction program such as this also links with the Council's focus on creating an environmentally sustainable community.

SIMPSON PARK COMMUNITY FACILITY

The need for a new facility was identified as part of the Heatherdale Creek Parklands Masterplan and Council's *Recreation Strategy Plan 2004-2009* to improve the provision and capacity of facilities for use by the community and sporting groups.

The days of the old Simpson Park sheds had been numbered for some time. It was important that these outdated sheds be replaced with an attractive, sustainable, and practical facility for this community that blended with the surrounding environment and with minimal loss of existing vegetation and planting of new indigenous vegetation.

Construction started in March 2009. The project was funded by Council as part of its Capital Works Budget 2008/2009 with a total cost of $265,000.

The facility comprises a multipurpose room and kitchenette, internal and external toilets, internal and external store room and a verandah.

The building is unassuming and its style, finishes and colours have been carefully selected to be sympathetic to this surrounding leafy environment. A walkway connects the building and public toilets to the newly constructed car drop off point.

A number of environmentally-sustainable features have been included in the construction including:

- Rainwater harvesting for toilet flushing.
- Water-efficient smart flush toilets.
- Energy-efficient lighting.
- Sensor operated external security lighting and ceiling ventilation.
- Shading of north facing windows.
- Minimal windows to the south, east and west to minimise heat penetration during the summer and heat loss during the winter.

The walls and ceilings have also been well insulated and the verandah looks out on to the Simpson Park Oval enabling park users to be seated under shade.

REDEVELOPMENT OF WEMBLEY PARK, BOX HILL SOUTH

Wembley Park is one of the municipality's prime sports precincts situated west of the Middleborough Road and Canterbury Road intersection in Box Hill South.

Planning and design was finalised in the 2008/09 financial year and Council was successful in securing $2.3 million in federal government funding.

The redevelopment will provide modern sporting infrastructure to meet increasing demand and will also consider Football Federation Victoria requirements for a 'Class A' soccer venue.

The development will include the construction of a new pavilion for soccer and broader community use and the refurbishment of existing grandstand building and change rooms.

Several minor projects will be included in the redevelopment including construction of new public toilets, re-roofing the existing incinerator room, resealing of the carpark and the installation of a new low height fence around the sports field and a full height park boundary fence.

Construction is proposed to begin in October 2009 and the redevelopment is expected to be finished by August 2010.

Major Capital Works

Whitehorse City Council completed a record Capital Works Program in 2008/09 spending $26.9 million on a broad range of projects. Whitehorse was believed to have one of the highest Capital Works Budgets in the state.

The following was expended on projects in the 2008/09 Capital Works Program:

$12.8 MILLION ON COMMUNITY FACILITIES AND BUILDINGS

Specific projects included:

- $4.2 million on Sportlink Vermont South.
- $1.3 million on City Oval Box Hill Pavilion Redevelopment.
- $844,000 for internal refurbishment and upgrade works at Eley Park Community Centre.
- $305,000 on Pre-school Refurbishment Program.

$4.7 MILLION ON ROADS, FOOTPATHS AND TRAFFIC MANAGEMENT IMPROVEMENTS

Specific projects included:

- $1.6 million on new and improved footpaths across Whitehorse.
- $1.3 million on upgrading and resurfacing local roads.
- $544,000 at Victoria Crescent, Mont Albert Road reconstruction.
- $304,000 at View Street, Mont Albert Road reconstruction.
- $274,000 on traffic management and road safety improvements.
- $133,000 for bike paths.
- $69,000 on Mitcham Road footpath renewal works.

$2.1 MILLION ON PARKS, SPORTS FIELDS AND PLAYGROUNDS

Specific projects included:

- $525,000 for improvements to parklands including $92,000 for a sensory playspace in Victoria Rose Reserve.
- $342,000 to plant drought-tolerant turf at various locations in Whitehorse and to install a backwash recycling plant at Aqualink Nunawading for irrigation at Forest Hill Reserve.
- $200,000 on upgrades to playground equipment including an upgrade to Surrey Dive Playspace using an aquatic theme.
- $181,000 Terrara Park playing surface upgrade.
- $115,000 Koonung practice wickets.

$2.2 MILLION ON URBAN IMPROVEMENTS

Specific projects included:

- $366,600 for refurbishment of Box Hill Central Activities District.
- $241,600 on Bennettswood Neighbourhood Shopping Centre.
- $192,000 on Mitcham and Nunawading Shopping Centres.

$740,000 ON DRAINAGE IMPROVEMENTS

Specific projects included:

- $310,000 on rehabilitation of Council's existing storm water network.
- $100,000 on Nicholson Street drainage upgrade and improvement works.
- $92,000 for the installation of a new gross pollutant trap.

$319,000 TO REPLACE AND PLANT NEW STREET TREES

Specific projects included:

- Planted more than 11,000 street trees.

Sustainability Initiatives

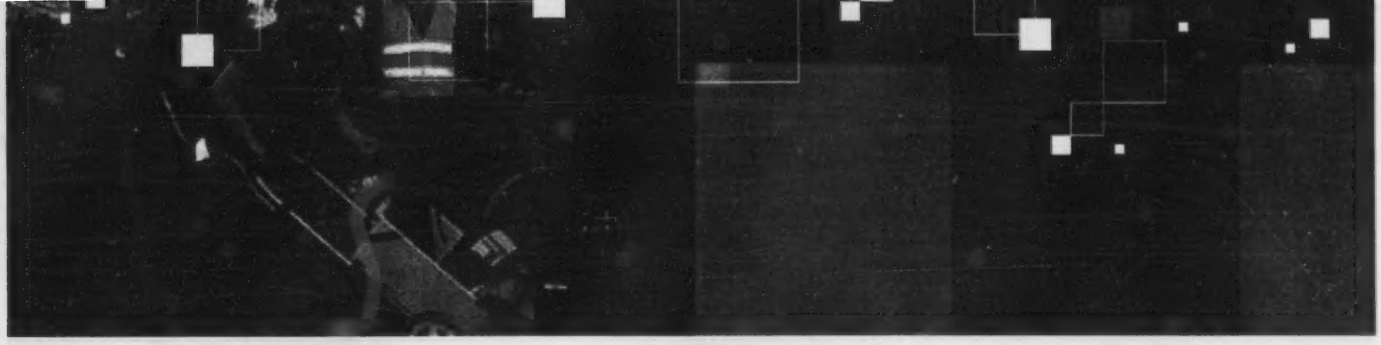
In April 2008, Whitehorse City Council adopted the *Whitehorse Sustainability Strategy 2008 – 2013: Our EcoVision* which outlines Council's sustainability agenda for the five-year period. The strategies and actions in this document demonstrate Council's commitment to implementing sustainability principles throughout the City of Whitehorse towards Council's eco vision. The following initiatives were completed in 2008/2009.

CLIMATE CHANGE, GREENHOUSE AND ENERGY

- Commenced the Living Green with LESS program offering free energy-efficient light globe and water-saving showerhead installations for residents – 13,588 light globes and 230 showerheads were exchanged.
- Installed approximately 5500 energy-efficient light globes at no cost to clients of Council's home maintenance service.
- Increased purchase of GreenPower for streetlighting.
- Invested $50,000 to convert non street public lighting to energy-efficient public lighting.
- Facilitated the Solar Suburbs Program, assisting residents to obtain discounted solar power installations.
- Provided financial rebates for solar hot water systems and solar panels.
- Supported the Community Power Program to provide information and access to GreenPower.
- Invested $150,000 to install solar power generation at the Civic Centre.
- Invested $50,000 to incorporate sustainable energy initiatives in Council buildings.
- Installed a power correction unit and an Ark energy saving device at Aqualink Nunawading to reduce the centre's energy consumption.
- Lighting within Aqualink Box Hill upgraded to reduce energy consumption.
- Installed solar panels for power generation at Eley Park Community Centre.
- Increased Council staff uptake of Metcards for business related travel which continues to encourage the use of public transport.

WATER CONSERVATION AND QUALITY

- Provided financial rebates for water tanks.
- Installed an ultraviolet treatment system at Aqualink Nunawading to enhance the water quality in the spa. This has enabled the centre to reduce the number of backwashes performed during the week from 12 -14 backwashes to two per week. This is a 75% reduction in water, chemical usage and heating costs.
- Advocated for community funding grants to install water tanks into Neighbourhood and Community Houses.
- Rainwater tanks installed at Bungalook Nursery and Hagenauer Reserve (Box Hill Athletic Club Facility) to reduce the use of potable water.
- Completed the design for a new raingarden at Gardiners Creek Reserve Local History Park (in partnership with Melbourne Water).
- A backwash recycling system was installed at Aqualink Nunawading to capture and treat up to 6700 kilolitres of backwash water to irrigate Forest Hill Reserve. When there is enough rain to water the oval, the recycled water can be transferred by water tanker and used at various locations throughout the City of Whitehorse to reduce water usage at these locations.
- High pressure washing of township centres using recycled water.
- Recycled water used for street sweeping and drainage of the jet pressure machine.
- The use of "Soaker", a recycled product to soak up and clean up oil and fuel spills, used to prevent the fluids from washing into the storm water drainage and river systems.
- Invested $50,000 in sustainable water initiatives in Council buildings.
- Landscaping works undertaken at the Burgess Family Centre with plantings of more drought tolerant species.
- Warm season grasses are progressively replacing less drought resistant grasses on Council's irrigated sporting fields allowing Council to maintain fields to a good standard when water is scarce. This strategy decreases the amount of water needed to maintain fields in all conditions.
- Dry concrete grinding of raised footpath slabs undertaken as opposed to wet grinding, reducing the amount of water required.



RESOURCE EFFICIENCY, WASTE AND RECYCLING

- Increased diversion of waste from landfill from previous years and increased garden organics service.
- Council continued to introduce or increase sustainable waste management practices for all its major festivals.
- Used recycled materials and products in works programs, including refurbishment of existing street furniture rather than the purchase of new furniture.

SUSTAINABLE COMMUNITIES AND BUSINESSES

- Developed and implemented an innovative community program, Sustainable Ambassadors, and expanded the Sustainability Street community program (see Community Engagement section below).
- Playgrounds were redesigned and upgraded at Vermont South Children's Service Centre; Lucknow Court, Mitcham; Gawler Chain; Middlefield Park playground, Blackburn North; Tyrol Reserve playground, Vermont South; and Surrey Park, Box Hill to achieve sustainable outdoor children's environments.
- Eco Business program run for small businesses which provided information on how to reduce energy, water and waste in their operations. Each business created its own Environmental Policy and Action Plan.
- Sustainable local businesses and homes were recognised as part of Council's Sustainable Living Week Awards and annual Urban Design Awards.

OUR NATURAL ENVIRONMENT

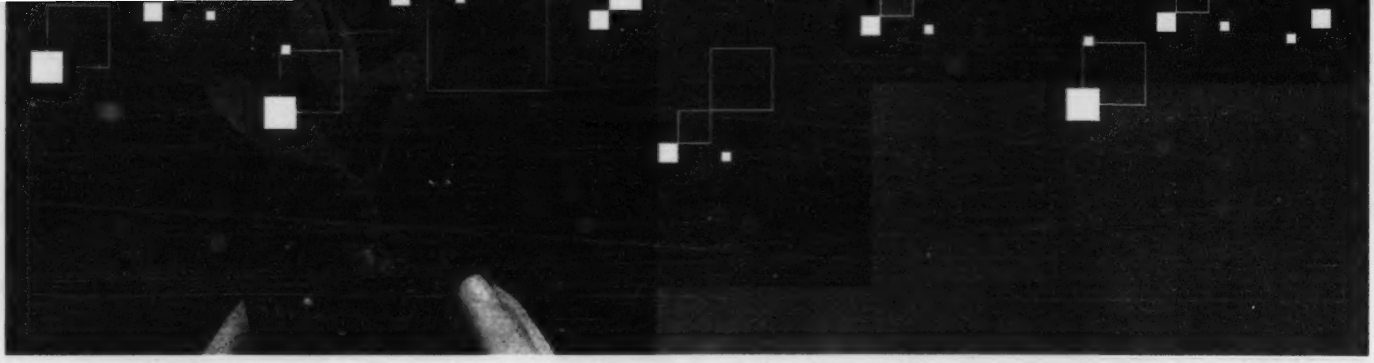
- Planted 80 native trees as part of the annual replanting program at Morack Public Golf Course.
- Rehabilitation design plan completed for a degraded section of Jasmine Court tributary in Wurundjeri Walk, Blackburn South.
- Continuation of removal of environmental weed species from Wren Close Reserve, Nunawading.
- 236 trees planted in 11 strategic streets for increased habitat connectivity.
- Woody weeds removed from nine other environmentally sensitive sites (apart from Wren Close).
- Propagated 15,500 native indigenous plants for revegetation works in bushland and for habitat corridor plantings.

BUILDINGS, INFRASTRUCTURE AND PLANNING

- Construction of Sportlink Vermont South was officially opened on 7 February 2009. Sustainable design of the facility includes a state-of-the-art natural ventilation system, a 5 kilowatt solar power system which feeds into the grid, water tanks, digitally controlled mechanical services and lighting.
- Recycled crushed concrete used in bedding under new footpaths and other civil construction and maintenance works.
- 100% recycled plastic specified and used as part of implementation of *Redland Drive Reserve Concept Plan*.
- Sustainable initiatives were implemented into the Surrey Park amenities upgrade design where possible for example making allowances for the use of energy-efficient appliances and water conservation fixtures in the construction phase.
- Engaged consultants to undertake a long-term *Sustainable Management and Development Plan* for City of Whitehorse sporting grounds and associated facilities, regarding the sustainability of sports fields across the municipality.
- Council's major building construction and retrofit projects included environmentally-sustainable design elements such as energy and water efficiencies, use of natural light and ventilation, and the use of sustainable materials and finishes where possible.

EDUCATION AND COMMUNITY ENGAGEMENT

- Delivered and supported a range of community forums and events including Sustainable Living Week, Earth Hour, Sustainable Ambassadors, Sustainability Street, insulation, solar hot water, energy saving and GreenPower.
- Sustainability Week Nursery Family Open Day held on 27 March 2009. More than 50 people attended the event promoting sustainable horticulture through tours, activities and presentations.
- Gold Star Recycling Program promoted in October 2008 during National Recycling Week.
- Supported 10 primary schools in Whitehorse with assistance to participate in the AuSSI Vic Program, where sustainable activities and projects are included in the school curriculum.



SUSTAINABILITY POLICY, LEADERSHIP AND REPORTING

- Contractors with sustainable initiatives preferred through the contract and tendering process across Council operations.
- Sustainable purchasing is required as part of Council's commitment to the annual EcoBuy reporting.
- Won an award for participation in an ICLEI Oceania lead project called Switch IT Over which was part of the *Cities for Climate Protection Program*. The project focused on developing an action plan to address opportunities for reducing power consumption by IT and office equipment throughout Council.
- Requested training providers to include sustainable options when providing program proposals such as manuals using paper with recycled content.
- Implemented Council's Greener Office Program, a key behaviour change program for staff. Initiatives included worm farms and composting, using enviro papers and inks for printing, review of catering to better manage waste, increase in the percentage of recycled and environmentally-friendly materials used for day-to-day items such as toilet paper and towels and a campaign for staff to minimise their energy use by turning lights and computers off when not in use.
- Thirty EcoLeader representatives across Council met quarterly to discuss ways to incorporate sustainable practices in everyday operations and attend practical sustainable workshops.
- Continued implementation of paperless e-learning programs for various training programs.
- Review of promotional and marketing materials used at Council events – this has seen balloons and plastic bags no longer used and the reduction of paper handouts.
- Pilot program to test environmentally-sound cleaning chemicals and practices across food services production and distribution sites.
- Home Care Services commenced its transition from paper-based client information system to a Personal Digital Assistant handset system.
- Continued promotion of the use of natural and recycled materials in play-based activities within the Family Day Care Program.

FINANCIAL SUSTAINABILITY OF COUNCIL

Capital renewal expenditure increased from $14.3 million in 2007/08 to $17.9 million in 2008/09. Council's investment gap ratio improved from 1.31:1 in 2007/08 to 1.43:1 in 2008/09.

The investment gap ratio is a measure of whether Council is spending at a greater rate than the infrastructure is depreciating.

Council's Long-Term Financial Plan for the years 2009-10 to 2012-13 has an objective moving from an operating deficit to surplus while maintaining an increase in the Stay in Business Capital Works Program. For 2008-09, Council has achieved a surplus of $6.3 million.

Advocating for the Community

Whitehorse City Council regularly lobbies the State and Federal Governments to secure funding for projects which have been identified as key priorities by the local community. These key priorities are determined by Council through various public consultation methods. Council considers consultation to be an important means of gaining community feedback. The information gathered assists Council to understand the community's view on proposals, find out how widespread a particular concern is, plan for the future needs of the municipality and make decisions that are fair to the whole community.

During 2008/09, Whitehorse City Council consulted with the community through planning consultation forums, interviews, resident surveys, invitations for submissions, committees, public meetings, information nights, direct mail to residents, the provision of drafts and exhibits for public comment, on-site meetings, online surveys and at Special Committee Meetings where residents are given the opportunity to comment on any issue.

Based on the feedback from this community feedback, Council continued to lead major advocacy campaigns to attract state and federal government support and funding for improved services and infrastructure.

Some of the major campaigns Council has been involved in over the past 12 months are:

SPRINGVALE ROAD RAIL GRADE SEPARATION

Whitehorse City Council is proud of its achievements in successfully campaigning for grade separation of the rail crossing in Springvale Road culminating in work commencing in May 2009. Council lobbied both federal and state politicians for many years in a bid to gain support from all political parties to address the problems at the railway crossing.

More than 50,000 vehicles and 218 trains pass through the crossing every day as well as 5000 pedestrians accessing the area daily.

Council's work on behalf of the community was a major factor in bringing this much-needed work to fruition. In 2008, Council facilitated the preparation of a detailed study into the problems and potential solutions in conjunction with the Federal and State Governments. As a result of this study by Council, the Federal Government confirmed its commitment of $80 million towards the project followed by the State Government's commitment of $60 million.

A brief history of Council's advocacy campaign and key events is summarised below.

- First funding commitment by the Federal Government in July 2006 when a $25 million grant was announced to upgrade the intersection conditional on the Victorian Government contributing the balance of the project. As part of this funding commitment, $1.5 million was made available to undertake a detailed study to identify the problems and recommend solutions.
- The intersection and crossing were highlighted by the community and the media as a major issue in the lead up to the Federal Election in 2007. Council organised a community rally at the railway crossing in October 2007 to draw attention to the dangers of the crossing and this received broad media coverage.
- Around this time the campaign received a major boost with a funding commitment of $80 million announced by the Federal Government.
- In May 2008, a State Government audit of all 1872 railway level crossings in Victoria confirmed that the Springvale Road level crossing in Nunawading had the highest risk assessment ranking for accidents. Following the release of the audit results, the Minister for Public Transport announced that the State Government was committed to working with the Federal Government on a solution.
- In August 2008, Council, in partnership with Federal and State Government agencies, completed a major federally-funded study that recommended the grade separation of the railway line to address the problems identified.
- The Mayor at that time, Councillor John Koutras, presented the report to Federal Minister for Transport, The Hon Anthony Albanese in September 2008 and as a result of the study, the Federal Government reaffirmed its commitment of up to $80 million towards a solution.
- The Victorian Premier released the *Victorian Transport Plan* on 8 December 2008. The plan included $440 million for a program to separate road from rail at key intersections starting with Springvale Road, Nunawading with the aim of completing the project in 2010. It was announced that a new station would be built as part of the project to replace the existing Nunawading Rail Station.
- Council worked closely with VicRoads to provide assistance for it to prepare a detailed business case for the project for submission to the State Government early in 2009 for consideration in the 2009/10 State Government Budget.

- On 29 April 2009, Victorian Premier John Brumby confirmed that the $140 million grade separation of the railway line in Springvale Road would go ahead in the 2009/2010 financial year with the State Government committing $60 million together with the Federal Government's existing commitment of $80 million.
- The Springvale Road Rail Alliance was formed to deliver the project for the State Government and work commenced in May 2009. The project is scheduled for completion by mid 2010.

PUBLIC TRANSPORT INFRASTRUCTURE

Council continues to actively advocate for funding to achieve sustainable and integrated transport services, and to address key issues including public transport capacity, infrastructure, road networks, urban amenity, safety and traffic congestion through its representation on key regional transport groups.

Whitehorse has Councillor representatives on both the Metropolitan Transport Forum (MTF), an advocacy group which promotes effective, efficient and equitable transport in metropolitan Melbourne, and the Eastern Transport Coalition (ETC) that has conducted a long-term campaign for improved transport choices through the region. Whitehorse is one of seven eastern councils represented on the ETC which lobbies on behalf of more than one million residents in the eastern suburbs.

During 2008/09 both the MTF and the ETC actively campaigned for improved public transport services.

BOX HILL TRANSPORT INTERCHANGE UPGRADE

Whitehorse continued its campaign in 2008/09 to secure funding from both the State and Federal Governments to contribute towards the $20 million plus needed to upgrade the Box Hill Transport Interchange – the busiest public transport interchange in Victoria outside the Melbourne CBD. The upgrade of the Box Hill Transport Interchange is Council's number one infrastructure upgrade priority.

Box Hill is one of six Central Activities Districts announced by the State Government and is a key transport hub for educational, medical, retail and commercial facilities including Box Hill Institute, local schools and colleges, Box Hill Public Hospital, Epworth Eastern Private Hospital, medical clinics, Box Hill Centro and the business district.

The Box Hill Transport Interchange incorporating the Box Hill Shopping Centre, underground railway station and the roof top bus deck was completed in 1983. A quarter of a century later, the concept of a transport interchange is still highly relevant; however, the facility is in urgent need of renewal and upgrade. The current interchange is widely regarded as providing a poor passenger environment with significant operational difficulties, safety and security issues for passengers and poor integration between train, tram and buses and with the surrounding retail development. The upgrade would benefit commuters, local retailers and businesses, local hospitals, community services and many people in the eastern suburbs.

Council continues to push the need for funding for the project with state and federal politicians at every opportunity.

Meeting Our Strategic Objectives

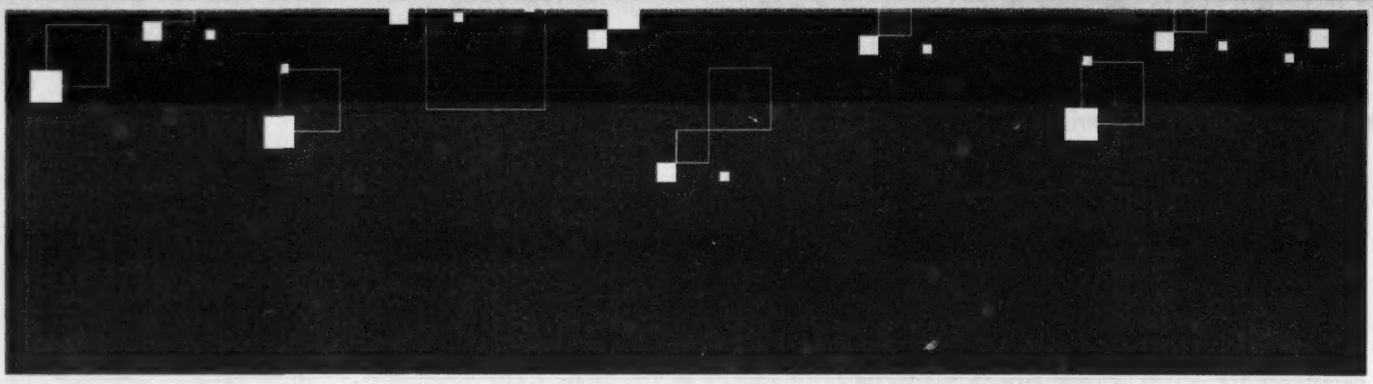
Whitehorse City Council had five strategic objectives set out in the *Council Plan 2006-2010*. Following are examples of how Council met each of these objectives in the 2008/09 financial year.

Strategic Objective 1: Provide responsible leadership and governance

STRATEGIES	EXAMPLES OF HOW WE MET THIS OBJECTIVE IN 2008/09
• Continue to engage actively with the community. • Advocate strongly on behalf of the community. • Pursue responsible resource and asset management.	• Continued involvement and advocacy for a solution to the transport issues in Springvale Road at Whitehorse Road and the railway line. Study completed, and submitted to Federal Government in July 2008. Mayor Koutras met with Minister Albanese and the Federal Government reconfirmed its commitment of $80 million towards a solution at this location. The State Government announced through the Victorian Transport Plan released in December 2008 that it intended to grade separate the railway crossing with the aim of delivering the project in 2010. The Premier announced on the 29 April 2009 that the project would proceed immediately at an estimated cost of $140 million with the State contributing $60 million and the Federal Government $80 million. • Review Council's *Asset Management Policy and Strategy*. Updated policy report presented to Executive Management Team in December 2008 and presented to Council June 2009.

Strategic Objective 2: Foster our local economy

STRATEGIES	EXAMPLES OF HOW WE MET THIS OBJECTIVE IN 2008/09
• Facilitate business development opportunities. • Manage and advocate for infrastructure that supports the city's economic hubs. • Promote economic sustainability.	• Implement a sustainable business program for a group of businesses, helping them identify energy and water savings in a cost-effective manner. Whitehorse conducted its first EcoBiz Program during September and October 2008. Twenty local businesses participated in the program that encouraged businesses to become more environmentally conscious and to look at energy-efficiency opportunities within their business. • Development of an inductrial strategy. Strategy completed and currently being reviewed.



Strategic Objective 3: Support our local community

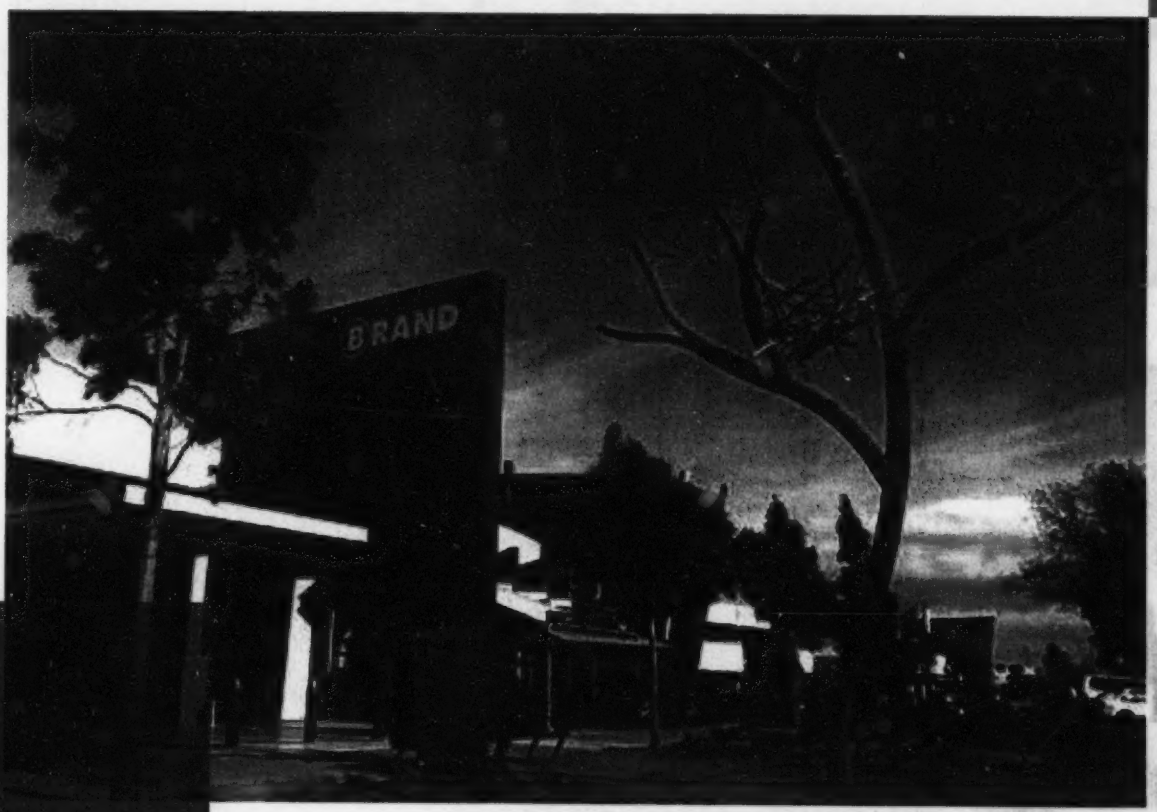
STRATEGIES	EXAMPLES OF HOW WE MET THIS OBJECTIVE IN 2008/09
• Plan strategically with other service providers to meet future service needs. • Within Budgetary constraints provide people-focused, accessible and affordable services. • Increase opportunities for community participation and interaction.	• Development of the *Whitehorse Volunteer and Civic Participation Strategy* and Action Plan. The Draft Plan was presented to Council June 2009 for endorsement to be placed on public exhibition. • Hold a series of community workshops with information and practical incentives for individual participants and community groups to save energy, water and reduce waste. Workshops held as follows: Home Composting – 17 September and 28 October 2008. Make your Business Sustainable and Cut your Bills – 31 March 2009. Save Water, Save Energy Extravaganza – 2 April 2009. Community Energy Workshop – 30 April 2009. Energy Efficiency Forum (insulation and solar hot water) – 16 June 2009. • Eley Park Community Centre Redevelopment Stage 2 – building extension. Official opening of the redeveloped Eley Park Community Centre took place on 24 October 2008. • Development of the *Municipal Youth Plan*. Demographic review completed. Government policy review and service mapping completed. Consultation stage in progress and will be completed in August 2009. • Development of the *Municipal Early Years Plan*. Demographic review completed. Government policy review and service mapping completed. Consultation stage in progress and will be completed in August 2009. • Complete construction of Sportlink Vermont South. Facility opened on 7 February 2009.

Strategic Objective 4: Protect and enhance our natural environment

STRATEGIES	EXAMPLES OF HOW WE MET THIS OBJECTIVE IN 2008/09
• Implement sustainable practices. • Develop and promote the municipality's open spaces.	• Increase the purchase of GreenPower for streetlighting to 52% of the total power purchased for streetlighting. GreenPower increased to 52% in August 2008. • Vegetation on Crown Land Study. Study has been completed and recommendations provided to officers and are currently being reviewed before formal presentation to Council. • Bicycle Strategy Program – continue with off-road bike path construction program. Implementation of various bike construction projects have been completed such as the small connecting path at Gardiners Creek and Station Street/Riversdale Road connecting path. • Construct Sensory Play Space at Victoria Rose Reserve. Design and construction of the Victoria Rose sensory play space completed. • Undergrounding of powerlines – Jeffery Street, Blackburn. Study completed on 4 February 2009.

Strategic Objective 5: Create sustainable urban environments

STRATEGIES	EXAMPLES OF HOW WE MET THIS OBJECTIVE IN 2008/09
• Strengthen Council's statutory planning framework. • Protect significant environmental and heritage assets. • Implement waste, transport and road safety strategies.	• Refurbishment of the Box Hill Central Activities District. Design works within the Box Hill Central Activities District (laneways, central median and Box Hill gateway) completed. Construction planned in 2009/10. • Shopping centre improvements at Mitcham and Nunawading. Construction works at the Mitcham Shopping Centre and Nunawading Megamile Retail precinct completed.



Strategic Indicators 2008/09

Council is required, under the *Local Government Act (1989)*, to identify strategic indicators that will assist Council to monitor the achievement of its strategic objectives in its Council Plan. These indicators are global indicators that reflect broad progress and are not necessarily measures of specific Council actions. The following table reports on the performance of these indicators for the 2008/09 financial year.

STRATEGIC OBJECTIVE	INDICATOR	RESULT 2008/09
Provide responsible leadership and governance	Community satisfaction rating for Council's advocacy and community representation on key local issues.	66(1)
	Community satisfaction rating for Council's engagement in decision making on key local issues.	65(1)
Foster our local economy	Whitehorse unemployment rate.	4.8%(2)
	Value of building permits issued within the municipality.	$315,646,070(3)
Support our community	Community satisfaction rating for overall performance in key services areas and responsibilities.	68(1)
	Community satisfaction with quality of life in Whitehorse.	95%(4)
Protect and enhance our natural environment	Implementation of Council's EcoVision Strategy.	Implemented
	Level of greenhouse gas emissions per capita within the municipality.	23.5%(5)
	Level of water consumption per capita within the municipality.	78.8kl (6)
Create sustainable urban environments	Average capital expenditure per assessment.	$410.73
	Implementation of Council's EcoVision Strategy.	Implemented
	Percentage of total kerbside collected material that is diverted from landfill.	47.5% (7)

Notes:

(1) Indexed Mean. Source: Department of Planning and Community Development – Local Government Community Satisfaction Survey 2009.
(2) As at March 2009. Source: http://www.workplace.gov.au/workplace/Publications/LabourMarketAnalysis/SmallAreaLabourMarkets-Australia.htm
(3) Totals for 2008/09. Source: http://www.pulse.buildingcommission.com.au/www/html/2025-measure-details.asp
(4) As at February 2009. Percentage of respondents. Source: Annual Community Survey, Whitehorse City Council.
(5) Per capita greenhouse gas emissions for Victoria 2006. No data available on a municipality basis. Source: Department of Environment and Heritage – State and Territory Greenhouse Gas Inventories 2006.
(6) Source: Yarra Valley Water – Residential water summary Whitehorse 2008-09.
(7) Period 1/7/2008 – 30/6/2009. Source: Weigh Bridge Dockets at landfill sites and Whitehorse Recycling and Waste Transfer Station.

Financial Summary

Whitehorse City Council has a responsible Long-Term Financial Plan covering a 10-year period and aimed at achieving financial sustainability for Council. The Long-Term Financial Plan helps Council meet the strategic objectives set out in its Council Plan, and in doing so, provide a wide range of services, programs and facilities, as well as maintain and improve the city's infrastructure.

As part of the Long-Term Financial Plan, Whitehorse will spend more than $300 million on Capital Works and maintain a cash balanced Budget.

Below is a snapshot of Council's financial performance in 2008-09.

At a Glance

- $116.8 million total operating Budget delivered.
- $26.9 million Capital Works Program delivered.
- $63.7 million total rates revenue, which was 51.19% of Council's total revenue.
- $6.3 million operating surplus.
- $73.8 million cash and cash equivalent holdings.
- $1.7 billion in assets.
- $29.3 million total liabilities.
- $2.8 million debt.

Financial Performance

Council achieved a better than expected net result for 2008-09 ending the year with a surplus of $6.3 million. This compared to a surplus of $1.4 million in 2007-08.

The $6.3 million surplus was due to a number of factors including:

- Grants relating to 2009/10 were received prior to 30 June 2009 (Victoria Grants Commission $0.9 million and Wembley Park redevelopment $1.2 million being the first milestone payment received from the Federal Government Community Infrastructure Program). Additionally, higher than budgeted grants were received for General Home Care ($0.7 million) which has been offset by additional employee costs and materials expenditure and transport grants ($0.3 million) including the Springvale/Whitehorse Road rail and intersection project that has been offset by costs for the Improvement Study.
- Savings as a result of lower than anticipated waste collection costs for general waste, recycling and green waste collection ($0.6 million) and the Whitehorse Recycling and Waste Transfer Centre for waste disposal costs ($0.5 million).
- Adjustments to depreciation rates following a review of useful lives for drainage roads and building assets.

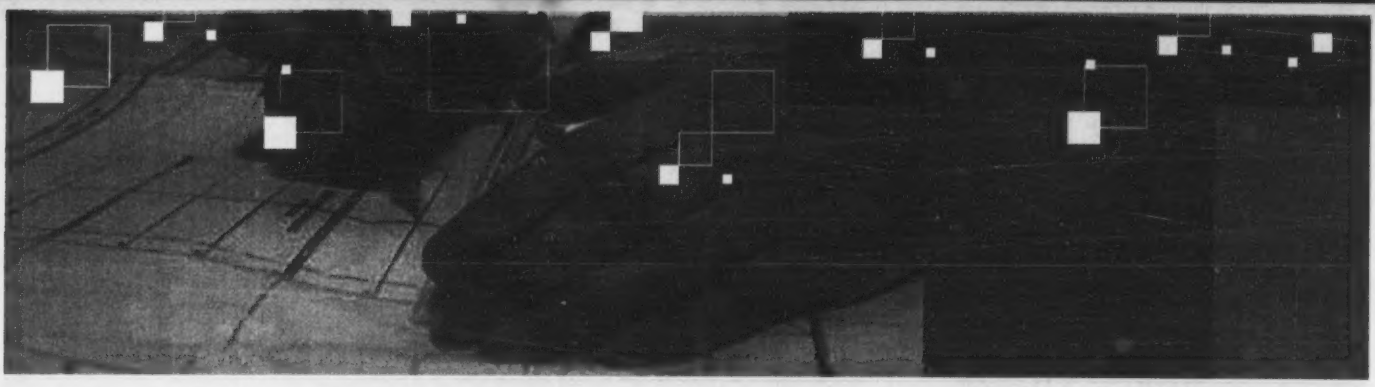
Revenue and Expenditure

Council's ninth consecutive cash balanced Budget included revenue for 2008-09 of $123.1 million while expenditure was $116.8 million. This compared to $118.9 million in revenue and $117.6 million in expenditure in 2007-08.

Council's revenue comes from rates, government grants, fees and charges, interest, and other contributions. In 2008-09, 51.19% of Council revenue was generated through rates, 16.29% through government grants, 3.31% from interest, and 26.98% through fees and charges.

Council's main expenditure was in the following areas:

- $47.7 million in employee costs which included $41.3 million in wages and salaries and $4.3 million in superannuation.
- $41.1 million in materials and contracts that included $11.1 million in waste and recycling, $11.9 million in contract and services, and $3.1 million in material and supplies.
- $20.8 million in depreciation, which included depreciation of $7.8 million for roads, footpaths, kerb and channel, and $4 million for depreciation of buildings.



Financial Position

Council's cash balance as of 30 June 2009 was $73.8 million compared to a $62.8 million cash balance for the previous financial year.

This is as a result of:

- Strong cash generated from operating activities for the year.
- Grants relating to 2009/10 were received prior 30 June 2009 (Victoria Grants Commission $0.9 million and Wembley Park redevelopment $1.2 million being the first milestone payment received from the Federal Government Community Infrastructure Program). Additionally, higher than Budgeted grants were received for General Home Care ($0.7 million) which has been offset by additional employee costs and materials expenditure and transport grants ($0.3 million) including the Springvale/Whitehorse Road rail and intersection project that has been offset by costs for the Improvement Study.
- Proceeds from sales of hostels $17.7million.

Council's total net assets at 30 June 2009 and 2008 were $1.7 billion. The main movement in the value of assets were:

- Disposal of hostels and plants $18.8 million.
- Capital Works Program of $26.9 million.
- Depreciation allowance of $20.8 million.
- Proceeds from sales of hostels $17.7 million.

Council's total liabilities as at 30 June 2009 were $29.3 million which included employee benefits of $9.6 million, loans of $2.8 million and trade creditors, accruals and money held in trust of $16.9 million. This compared with $36.7 million in total liabilities at 30 June 2008.

Financial Outlook

Council is preparing for its tenth cash balanced Budget in the 2009-10 year. Whitehorse's Long-Term Financial Plan outlines Council's intention to achieve an operating surplus position by 2009-10. This year's result has delivered an unexpected surplus; however, it needs to be viewed in context with the budgeted deficit for 2009-10 as well as the modest deficit budgeted for 2008-09.

Part of this year's surplus was transferred to the Development Reserve. The Development Reserve balance is back to $30 million after a small amount was borrowed from the reserve in 2007-08 to fund part of Sportlink Vermont South.

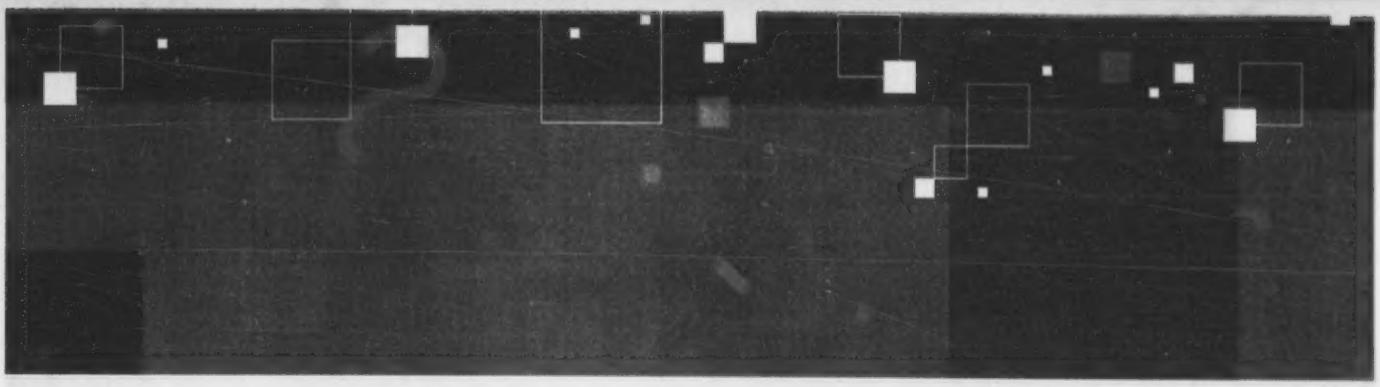
It is important to note that Council's long-term financial position is predicated on a rate increase of 6% in 2009-10 and an annual rate income of 6% over the remainder of the Long-Term Financial Plan. This is a practical and fiscally-responsible policy position taken by Council to ensure that Whitehorse is able to deliver services and Capital Works that will meet the needs of its diverse community for many years to come.

With these increases, Council will continue to have one of the lowest levels of rates in metropolitan Victoria, while maintaining high quality services and facilities and addressing the challenges of water restrictions and rising costs associated with drought, maintaining ageing infrastructure and cost shifting from government.

Financial Sustainability

A high level Strategic Resource Plan for the years 2009-10 to 2012-2013 has been developed to assist Council in adopting a Budget within a prudent longer-term financial framework. The key objective of the plan is financial sustainability in the medium to long term, while still achieving the strategic objectives as outlined in the Council Plan.

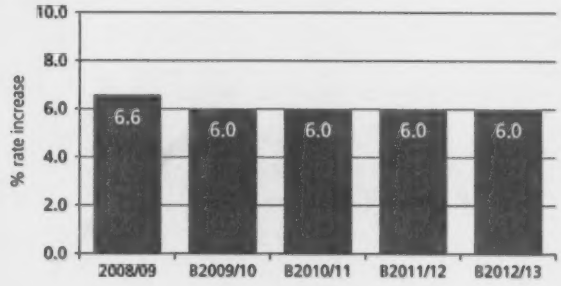
The Council Plan ensures steady progress towards achieving the sustainability measures set by the Victorian Auditor General. Council is placing higher priority on Capital Works renewal by increasing maintenance on existing infrastructure assets. The plan also focuses on the maintenance of cash reserves and minimisation of debt to fund major capital projects.



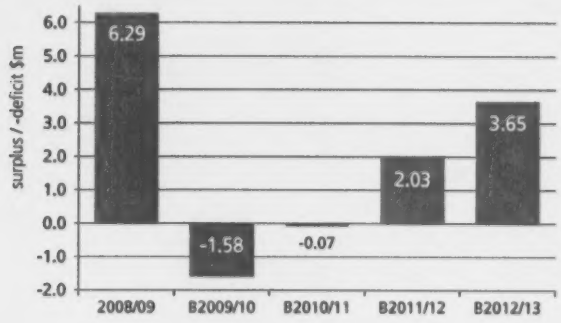
Supporting Graphs

The following graphs show Council's Long-Term Financial Plan for rates, operating result and Capital Works expenditure over the next five years.

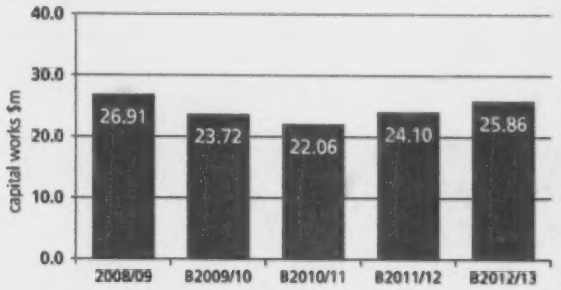
1. RATES



2. OPERATING RESULT



3. CAPITAL WORKS



Financial Indicators

	TARGET 2008-09	ACTUAL 2008-09		TARGET 2007-08	ACTUAL 2007-08	
Average Rates and charges per assessment	$974.65	$972.80	✓	$919.04	$919.88	✗
Average Rates and charges per residential assessment	$923.51	$922.36	✓	$847.73	$848.89	✗
Average Liabilties per assessment	$519.42	$447.51	✓	$396.03	$424.35	✗
Operating result prior to Capital Funding	($3,068,000.00)	$3,366,000.00	✓	($5,029,000.00)	($2,821,744.00)	✓
Operating Result per Assessment	($22.05)	$95.94	✓	($50.31)	$21.02	✓
Average Operating expenditure per assessment	$1,840.11	$1,779.76	✗	$1,805.38	$1,805.72	✓
Average Capital Expenditure per assessment:	$356.06	$410.73	✓	$415.96	$398.92	✗
Renewal Gap Renewal	100.13%	135.98%	✓	127.86%	103.40%	✗
Renewal Gap Renewal and maintenance Gap	100.08%	121.04%	✓	116.64%	101.99%	✗

✓ Favourable ✗ Unfavourable

SECTION THREE

Departmental Reports

EXECUTIVE SERVICES

- Civic Services
- Communications

CORPORATE SERVICES

- Compliance
- Finance and Information Services
- Organisation Development
- Property and Rates

CITY DEVELOPMENT

- Development, Strategy and Business Services
- Engineering and Environmental Services
- Urban Design

HUMAN SERVICES

- Aged and Disability Services
- Arts and Recreation Development
- Community Development
- Health and Family Services
- Library Services

INFRASTRUCTURE

- Capital Works
- City Works
- Commercial Operations
- ParksWide

Executive Services: Civic Services

The Civic Services Department is responsible for frontline and strategic customer and resident services, the provision of governance advice, statutory and procedural matters, Civic Centre amenities services and in-house print services operations.

Civic Services also serves the Mayor and Councillors, the Executive Management Team and internal staff.

Council's Customer Service Centres operate from Nunawading, Box Hill and Forest Hill during business hours. Outside of these times, Council can be contacted via the after-hours service or online.

Accessing Council's services is easy via telephone or face to face over the counter, including cashiers, at any of Council's three centres during business hours. In addition, Forest Hill is also open for business Saturday mornings and Council's website is available at all hours.

Experienced and multiskilled staff provide residents, rate payers, traders and visitors with information and resolution to a wide range of enquiries as well as receipting payments for all Council accounts.

During 2008/2009 Council's Customer Service Department answered 128,648 telephone calls and served 61,975 customers over the counter. Council's cashiers processed 52,928 transactions in person and via mail, with an additional 207,117 transactions made through alternate payment options such as the internet, BPAY and Australia Post.

HIGHLIGHTS OF 2008/09:

- Reviewed 18 Freedom of Information requests within statutory guidelines.
- Conducted, through the Victorian Electoral Commission, a general Council election for all five Wards on 29 November 2008, with a comprehensive induction prepared and conducted for incoming Councillors.
- Provided an in-house photocopy and finishing service for many documents in circulation within the organisation and the wider community.
- Conferred Australian citizenship on 877 candidates at nine Citizenship Ceremonies.
- Reviewed governance practices, procedures and processes and implemented change to enhance accountability and transparency.
- Conducted Freedom of Information briefing sessions in July 2008 for key staff from across the organisation.
- Conducted Governance workshops in October 2008 for staff members from a cross section of the organisation.
- Participated in the Civic Centre Redevelopment Works Steering Committee, providing valuable input and assistance with the relocation and implementation of security systems.
- Fostered international relations in Whitehorse by supporting the Whitehorse Matsudo Sister City Relationship through:
  - a student exchange arrangement between secondary colleges in Whitehorse and Matsudo;
  - a group of citizens from Matsudo who visited Whitehorse and met with the Mayor and Councillors;
  - a group of Matsudo Girl Scouts who visited Whitehorse in a long-standing exchange arrangement with Whitehorse Girl Guides; and
  - celebrated Green Tree Day and the 38th anniversary of the Whitehorse-Matsudo Sister City Relationship with a tree-planting ceremony and Matsudo Week celebrations in May 2009.
- The call centre answered 87.12% of the 128,648 telephone calls within the first 20 seconds.
- The call centre was able to complete 37.89% of calls without the need to transfer.
- The Whitehorse Customer Service Charter and Customer Service Handbook were launched internally.
- The Customer Service Department was relocated to the redeveloped Civic Centre and launched a new look professional corporate uniform.
- The Customer Service Department hosted an innovative and successful Customer Service Expo event, Customer Service; It's Everyone's Business providing staff with awareness, support and tools training.
- Launched monthly management customer service reports tracking service levels and celebrating achievements as well as identifying opportunities for improvement.
- Improved skill set of customer service officers through true multiskilling and rotation across all service centres and position requirements.

CHALLENGES

- Relocating Council and Special Committee meetings to the Whitehorse Centre for the period of the Civic Centre redevelopment construction works.
- Conducting, through the Victorian Electoral Commission, the November 2008 General Council Election and induction of five new Councillors and five returning Councillors.
- Improving Council's customer responsiveness.
- Providing and improving services during weather storms.
- Managing demands of customers internally and externally.
- Increasing the level of customer service and striving for first-point contact resolution.

MOVING FORWARD

- Continuing to improve awareness of good customer service and good governance practice through corporate training, information and awareness programs.
- Continuing the implementation of the Best Value Review.
- Launching the *Whitehorse Customer Service Charter* externally to the community.
- Improving customer service levels across the organisation through training and awareness, and increase customer service first point of contact completion for calls from 37.89%.
- Developing and implementing the *Whitehorse Customer Service Strategy*.

MAJOR HIGHLIGHT

In April 2009 the Customer Service Department hosted an innovative Expo titled *Customer Service; It's Everyone's Business.*

The Expo was aimed at promoting efficiencies across the organisation, launch new initiatives as well as create a culture where the principles of customer service are a focus across the organisation and at all levels.

The Expo featured interactive displays such as:

- Launching the *Whitehorse Customer Service Charter.*
- Launching the Customer Service Handbook.
- Promoting Council's new look corporate uniform and recycling old stock.
- Statistical display of customer service performance across the organisation.
- Interactive display of technology including customer request system and headsets/phones.
- A profile of the Customer Service Department highlighting Council's performance over the year as well as the extensive services and support it can offer.
- Continuous Improvement Project, *Improving Customer Responsiveness*, welcoming staff to volunteer or nominate participants.
- Seeking feedback through a touch screen survey.

Hundreds of staff members from all areas of Council attended this successful event. The Customer Service Department communicated its vision and commitment and facilitated learning through fun, interesting and interactive displays.

Executive Services: Communications

The Communications Department provides information on Council news, services and activities to the Whitehorse community, the Mayor, Councillors, staff and media.

This is provided in a number of ways including Council's newspaper, *Whitehorse News*, corporate brochures and other publications. The department also manages Council's website and intranet, produces media releases and responses, and is responsible for strategic communications, issues management, assisting with civic openings and events, maintaining corporate identity and coordinating promotional activities.

In addition, the Communications Department facilitates advocacy, community engagement and consultation on a range of key services, activities, issues projects and events.

The Communications Department is responsible for:

- Strategic communications planning.
- Managing media relations.
- Generating media releases and responses.
- Ensuring consistency in Council documents.
- Producing Council publications.
- Managing Council's internet and intranet.
- Civic events.
- Council advertising.
- Corporate identity.
- Speeches and speaking notes.
- Maintaining Council's photo library.
- Publication distribution.
- Maintaining online Community Directory and Events Calendar.

HIGHLIGHTS OF 2008/09:

- Wrote, edited and published eleven editions of The Whitehorse News (A November issue was not published due to the 2008 Local Government Election/Caretaker period). Council's *2009 Annual Community Survey* tells us that the community continues to identify this publication as one of Council's most important information sources.
- Wrote and distributed 225 media releases and responded to 172 media enquiries.
- Provided 131 speeches.
- Conducted fortnightly media briefings.
- Prepared weekly advertising columns in The Whitehorse Leader and other advertising in targeted press.
- Produced Council annual publications including the *Whitehorse City Council Annual Report 2007/08*, the *2009 Community Directory*, the *Council Plan 2009-2013*, Rates Brochure and the Whitehorse Calendar featuring Whitehorse City Council events.
- Whitehorse City Council was acknowledged for its excellence in annual reporting when it was presented with a Bronze Award from the Australasian Reporting Awards for the Annual Report 2007/08.
- Produced 15 flyers (including posters), updated 50 fact sheets and 15 informative Council publications for community members including information packs, policies and brochures.
- Produced and distributed a New Residents Kit.
- Established a new area where community members can browse and obtain Council publications at the Nunawading Civic Centre.
- Coordinated communications campaigns for the 2009/10 Budget.
- Introduced a Christmas card competition for Whitehorse children aged 5-10 years old. The winner's painting was used as the official Whitehorse City Council Christmas card.
- Conducted information sessions for all Council officers regarding 2008 Local Government Election/Caretaker period guidelines.
- Provided induction to Councillors after the November elections.
- Actively promoted Council's major events including Sustainable Living Week, Spring Festival, Carols by Candlelight, Whitehorse Business Week, Customer Service Charter Expo, Heritage Week and Australia Day Awards and Celebrations.
- Coordinated Council Marquee at Spring Festival 2008.

CHALLENGES

- Communicating effectively with a diverse community.
- Gaining State and Federal Government funding through advocacy campaigns.
- Ensuring all Council publications are delivered accurately and in a timely manner.

MOVING FORWARD

- Rolling out the newly redeveloped website.
- Ensuring Council's corporate identity and branding is consistent.
- Continue to support major advocacy campaigns.

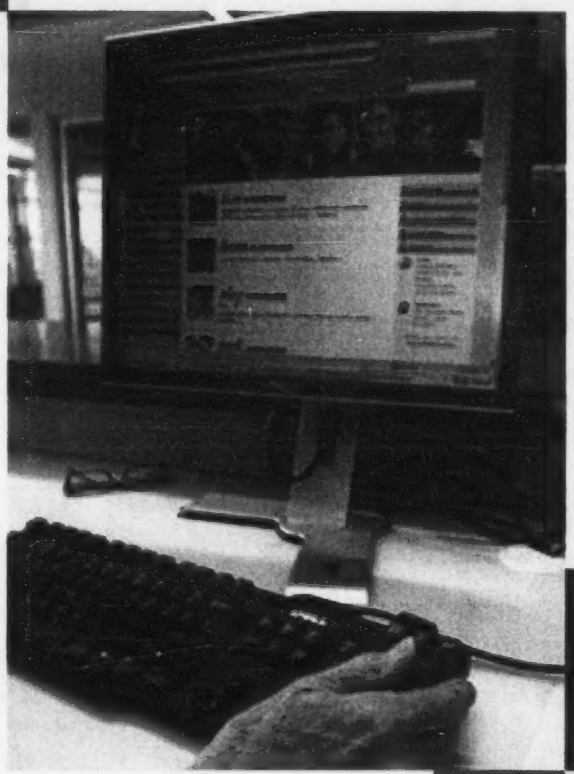
MAJOR HIGHLIGHT

The redevelopment of Council's website including new design and layout that includes better disability access, clear and easy to read content and improved service provision.

The new website focuses on the four themes of 'Live, Learn, Play, Work' and provides accurate, clear and up-to-date information about Council's activities, services and facilities.

The Events Calendar and Community Directory have also undergone improvements and are much easier to browse. Residents can search the calendar to find out about what's on offer at community houses, sports clubs, galleries and other venues in Whitehorse.

The site will be continually evolving. In the near future, Council would like to introduce more interactivity – such as allowing users to complete more transactions online.



Corporate Services: Compliance

The Compliance Department provides services in the areas of Traffic and Local Laws, Risk Management and Emergency Management.

TRAFFIC AND LOCAL LAWS

The Traffic and Local Laws Unit is responsible for a number of Council's statutory responsibilities particularly in the areas of domestic animal management, parking control and the provision of community standards through Local Laws. In addition, the unit also administers Council's school crossing and fire prevention programs.

RISK MANAGEMENT

This area provides advice and support to the organisation on risk management and ensures Council's insurance requirements are met. The Risk Management Unit works with other departments in identifying, analysing, and treating risks and potential risks and coordinates the insurance needs of the organisation including the procurement of adequate insurance cover and the claims management process.

EMERGENCY MANAGEMENT

This section of the Compliance Department is responsible for meeting Council's statutory obligations under the *Emergency Management Act (1986)* by planning the provision of support services to response and recovery agencies during and after an emergency.

HIGHLIGHTS OF 2008/09:

- Established an operational Municipal Emergency Coordination Centre.
- Received approx 34,000 phone calls (an increase of 5.5% over the previous year).
- Actioned 8595 customer requests.
- Answered 16,976 pieces of correspondence.
- 24,226 animal reminder notices sent, 3% outstanding to 30 June 2009.
- Achieved an increase in customer satisfaction of 6% for animal control.
- Conducted surveys for interest in Volunteer Pet Companion Program.
- Undertook several initiatives as identified in the *Domestic Animal Management Plan (DAMP)* including:
  - Reviewing pet ownership issues of vulnerable members of the community;
  - School education program; and
  - Improved park patrol program.
- Established a Prosecution and Court Hearing Register.
- Provided 177 hours of support to the February bushfire emergency.
- Developed the Risky Business newsletter that addresses a series of risk management issues within the organisation.
- Undertook a series of departmental meetings to raise the profile of risk management across the organisation.
- Reviewed and updated Council's *Risk Management Strategy and Policy.*
- Developed a Corporate Risk Register.
- Established a Memorandum of Understanding with neighbouring municipalities to share emergency resourcing.
- Established online emergency management information.
- The Victorian State Emergency Service (VicSES) audited Council's *Municipal Emergency Management Plan* and determined it to be fully compliant with the *Emergency Management Manual Victoria.*

CHALLENGES

- Managing the School Crossing Program despite difficulties in recruiting sufficient numbers to adequately service the program.
- Meeting Council's emergency management obligations as a result of the Bushfire Royal Commission.
- Meeting increasingly diverse community requests in service delivery.

MOVING FORWARD

- Undertake an emergency management exercise to test Council's emergency management operating procedures and arrangements.
- Extend electronic monitoring of parking to improve accessibility to parking.
- Replace ageing infrastructure to better manage parking in the Box Hill CBD.
- Implement a series of initiatives identified in the *DAMP.*
- Embed risk across the organisation to improve Council's level of risk maturity.

Corporate Services: Finance and Information Services

FINANCE

The Finance Department manages all Council's financial transactions including preparing the Annual Budget and the Annual Financial Statements for adoption by Council, as well as providing services to all departments for payroll, tendering contracts and purchasing, management reporting, and accounting services. Finance carries out the treasury function for Council ensuring funds are invested according to the Whitehorse Investment Policy.

The Finance team prepares Council's critical strategic documents, the Council Plan, Strategic Resource Plan and the Long-Term Financial Plan. These documents set out medium to long-term objectives to ensure that the organisation remains financially sustainable.

HIGHLIGHTS OF 2008/09:

- Lead the development of the *Council Plan 2009-2013*.
- Achieved a rate determination (cash position) surplus for the ninth consecutive year.
- Revised the ten-year long-term plan to inform future Budgets and ensure financial sustainability.
- Prepared the 2009/10 Budget which was adopted on 15 June 2009.
- First council to achieve sign off on the 2007/08 Annual Financial Statements by the Victorian Auditor General's Office.
- Held five meetings of the Audit Advisory Committee.
- Inducted a new member to the Audit Advisory Committee.
- Developed and implemented the *Whitehorse Fraud Policy*.
- Conducted the tender for banking and bill payment services.
- Conducted the tender for the provision of Internal Audit Services.

CHALLENGES

- Ensure Council's exposure to the effects of the Global Financial Crisis is minimised.
- Ensure Council achieves the Victorian Auditor General's financial sustainability measures.
- Continue to focus on Council's Capital Works Program without affecting Council's cash reserves or needing to borrow additional funds for major capital projects.
- Manage the effects of changes to Australian Accounting Standards.

MOVING FORWARD

- Upgrade Business Intelligence System to Version 9.
- Assist in the implementation of Integrated Asset Management System.
- Complete implementation of new banking and bill payment services.
- Foster relationship with new internal and external auditors.

INFORMATION SERVICES

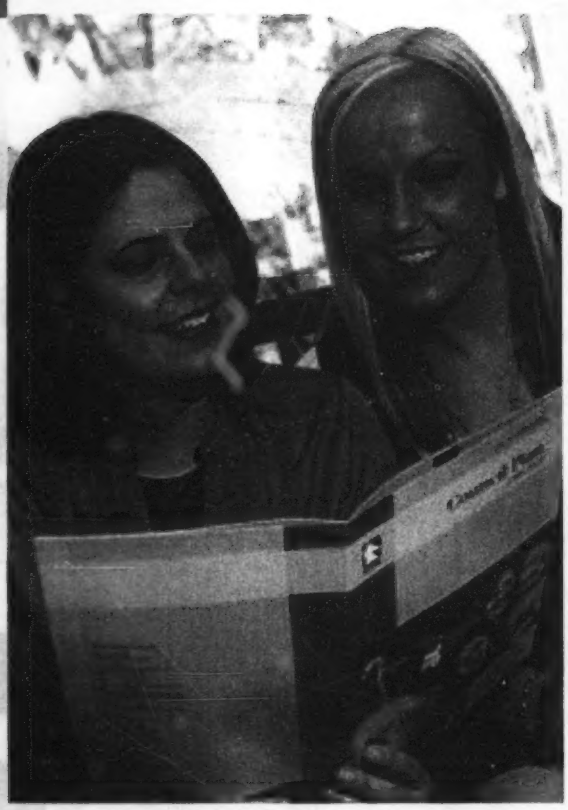
Information Services provides the infrastructure and support for all underlying key computing systems that support the administrative functions of Council. The objective of the department is to provide well supported state-of-the-art, secure and reliable systems that meet the requirements of the organisation. The department is also responsible for the maintenance of Council's corporate information including retention, disposal and archiving of records.

HIGHLIGHTS OF 2008/09:

- Continued the implementation of virtualisation and storage area network infrastructure with the aim of reducing costs, providing greater return on investment and increasing disaster recovery capabilities.
- Implemented new information technology security and internet browsing policies.
- Completed the roll out of a significant upgrade of Council's Microsoft Office productivity suite to 2007.
- Upgraded Council's reporting platform to provide relevant statistics and information for performance monitoring and management reports.
- Continued to provide high-level customer service to both on-site and remote staff.
- Continued the implementation and support of an electronic document management system to improve the management of corporate information.
- Continued improvements to the security systems, providing protection against virus attacks and spam.

CHALLENGES

- Provide a balance between secure and robust systems, safe from ever-present malicious viruses and other threats, and the need for function-rich and efficient business tools.
- Implement energy-efficient technology to reduce both energy consumption and heat emissions, while maintaining fully functional, reliable and robust systems.
- Introduce economical systems that cater for the mobile workforce and enable more efficient work practices.



MOVING FORWARD

- Review and implement changes to Council's telephone systems to provide more functional tools that will increase responsiveness and customer service levels and decrease downtime.
- Assist with the selection and implementation of a new Integrated Asset Management System that will integrate disparate information on all asset classes and allow significantly better management and reporting.
- Assist with the selection and implementation of a new client management system for Home and Community Care that will integrate with key business systems and provide increased functionality and mobile computing capabilities.
- Finalise IT Disaster Recovery Planning and configuration of associated infrastructure.
- Undertake upgrades of the core systems that support the day-to-day business processes within Council.
- Review Council's remote links and implement cost-effective, reliable services to support the vital community support networks.
- Continue to develop and maintain Council computer assets with a focus on efficiency and sustainability.
- Further implementation of online services to cater for resident information and payment needs.

Corporate Services: Organisation Development

The Organisation Development Department provides advice and support to managers and employees in the areas of human resource management; training and development; OH&S and return to work programs; and organisation-wide projects, such as organisational structure reviews and change management programs.

HIGHLIGHTS OF 2008/09:

- Reviewed Organisational Development departmental policies to ensure compliance with the Human Rights Charter.
- Conducted Human Rights Charter awareness sessions for managers and staff at various Council locations.
- Implemented WorkSafe Employer Performance Management Program audit.
- Delivered in excess of 50 different learning and development initiatives at various locations across Council.
- Reviewed existing policies and procedures including Contractor Management, Corporate OH&S Policy and OH&S Responsibilities, and introduced new OH&S Policies including Working Alone and Occupational Stress Management.
- Provided support to employees affected by sale of the residential facilities and the closure of Older Persons Social and Community Support Program.
- Revised building emergency procedures for the Civic Centre and other external sites.
- Facilitated workforce planning sub-committees to develop strategies to address workforce planning challenges.
- Provided effective technical guidance and support for issues management.
- Reviewed learning and development processes including internal registration processes, coaching arrangements, traineeships, induction content, Budget tracking and reporting.
- Conducted recruitment for 216 positions throughout the organisation.
- Successfully delivered comprehensive Microsoft Office 2007 training simultaneously with the upgrade of new software by the Information Technology Department.
- Oversaw Whitehorse Reward and Recognition Program with 42 Council staff receiving recognition and public acknowledgement for their performance.
- Trialled an online contractor OH&S induction system within the Infrastructure group.
- Implemented specific enhancements to OH&S statistical reporting system to provide better tracking and monitoring at management level.
- Conducted external training and placement of return-to-work staff across various business units to enhance transferrable skills.

CHALLENGES

- Reviewing and streamlining the process for registering, tracking and reporting on staff participation in learning and development activities – Learning Management System.
- Continuing the momentum of the Fourth Level Management Development Program, including the delivery of a conference focusing on high performance work teams.
- Negotiating the organisation's Collective Agreement in a changing industrial climate.
- Continuing to research and develop strategies to ensure a viable, productive and long-term workforce.
- Reinforce internal OH&S and WorkCover processes and maximising the effectiveness of training in relation to these areas.

MOVING FORWARD

- Ongoing development and delivery of workforce planning strategies and initiatives generated by the five sub-committees.
- Explore opportunities for Council to support apprenticeships and traineeships which focus on Local Government employment areas.
- Participation in MAV Local Government Health Plan initiative.
- Participation in the Hewitt-Employer of Choice Survey.
- Organisation-wide roll-out of online contractor induction system.
- Development of workplace hazard inspection program.

MAJOR HIGHLIGHT

The Organisational Development Department, the Workforce Planning Committee and five Workforce Planning Strategy Sub-Committees have been working since April 2008 to develop a Workforce Plan for the organisation.

The Workforce Planning Committee investigated human resource metrics for the organisation, evaluated and developed detailed forecasts for human resources for the organisation for an 18-month period, and completed some preliminary work on detailed strategies for the organisation.

The Workforce Planning Strategy Sub-Committees have been working since January 2009 (with the exception of the Health and Wellbeing Sub-Committee, which commenced earlier than this) to scope and prioritise these strategies.

It was identified that the Workforce Strategy development will impact on the Employer of Choice initiatives and the new Collective Agreement negotiations.

Corporate Services: Property and Rates

The key responsibilities of the Property and Rates Department include the availability and delivery of accurate land and property information, the generation and collection of rates and fees, the provision of expert technical advice and the management of Council's property asset base.

The four groups within the department are Geographic Information Systems (GIS), Property, Rates and Valuations. Staff within teams, coordinate activities such as the revaluation of all rateable property within the city, provision of a rating service for more than 65,000 assessments, reconciliation of all rate revenue accounts, provision of desktop mapping tools to all Council staff and external users and coordination of all property transactions for Council including sales, purchases, leases and road discontinuances. The property staff provide professional and technical advice to other Council departments regarding the management of Council land.

HIGHLIGHTS OF 2008/09:

- Customer enquiries emanating from the 2008 General Valuation of 65,000 properties increased due to significant reapportionment of rate liability across different property types and locations, and increased State Government Land Tax. These enquiries and objections to rates, land tax and valuations were handled professionally, courteously and timely under a difficult economic climate and declining real estate prices after the return of the revaluation.
- Began implementation of the Tenure Management Program (TMP), which introduced new lease and licence templates for Council's more than 200 tenure occupancies. During the year, forty new lease or licence agreements with occupants on Council property have been completed. New agreements on notable properties included the kindergartens, City Oval and Sportlink Vermont South.
- Development of the 2010-2015 GIS Strategy.
- Continued to broaden the use of GIS in Council with delivery of further spatial datasets, including new digital aerial photography with near infrared imagery and the implementation of a field based GIS/GPS application.
- Successful GIS upgrade to core infrastructure components including SQL Server
- Successfully enhanced the VicMap update procedure to better support the integration, delivery and updates of property information. The 2008/2009 Property Identifier Quality Audit undertaken by the Department of Sustainability and Environment resulted in a 99+% property and address match rate.
- Successful outcome from a new strategy of sending a reminder letter to first-time ratepayers who were in arrears.
- Continued to maintain a high rate revenue collection.

CHALLENGES

- Continue the implementation of the new lease and licence TMP to formalise occupancy agreements with clubs and community groups on Council owned and controlled property.
- GIS will play a significant role in the implementation of the Integrated Asset Management System. Identification of assets through the GIS will provide a central access point to all information and enable more efficient workflow and planning to support the development of better-targeted maintenance programs.
- Implementing Council's new provider National Australia Bank for bill payment services and ensuring all payment channels for Rates and Fees for Service operate accurately and efficiently. This ultimately affects ratepayers' satisfaction of Council's payment services.

MOVING FORWARD

- Managing customer's real estate market perceptions in relation to the 2008 revaluation conducted in line with best practice guidelines set down by the Valuer General Victoria.
- Undertake the 2010 level general revaluation.
- Issuing the 2009/2010 Rate Notice and Fees for Service invoice and responding professionally to an anticipated increase in customer enquiries due to the ongoing difficulties faced with current economic conditions.
- Review and update the *Hardship Policy* in line with an increased empathy to changing economic conditions.
- Issue the 2009/10 Rate Notice and respond professionally to anticipated customer enquiries due to difficult economic and market conditions.
- Formulate new Council policies for (a) the leasing of Council property, (b) street numbering, and (c) the sale of discontinued roads.
- The State Government is proposing significant amendments to the *Valuation Land Act (1960)* in late 2009 that may affect Council's revaluation process.

City Development: Development, Strategy and Business Services

The department comprises four operational units: Statutory Planning, Strategic Planning, Building Services and Business and Economic Development. These units function under a host of different legislative frameworks.

The Strategic Planning Unit is Council's primary town planning policy development section and provides the strategic direction to support the appropriate growth in residential, commercial and industrial development within the city, including the preparation of structure and framework plans for Activity Centres.

The Statutory Planning Unit is responsible for ensuring that development in the municipality complies with relevant planning legislation and for the assessment and determination of planning applications under the Whitehorse Planning Scheme, its policies and relevant state planning legislation. This involves daily interaction with the community at large, through enquiries and notification of planning applications.

Council's Building Services Unit is responsible for the assessment and determination of building applications and conducts building inspections. The unit is also responsible for a range of other duties including educating residents on building-related matters and continuing implementation of essential safety measures for commercial properties, pool safety and residential accommodation policies. The team members in the unit have extensive experience in all aspects of building certification, design consultation and inspections on projects of any scale and complexity.

The Business and Economic Development Unit focuses on Council leading, stimulating and facilitating local economic development in partnership with business and community networks. The role of Business and Economic Development in supporting business growth includes:

1. Investment and development facilitation;
2. Networking and strategic business partnerships;
3. Business research, information and promotion; and
4. Promotion of local businesses.

HIGHLIGHTS OF 2008/09:

- Re-established links with industry and key stakeholders.
- Implemented TRIM document management system to the planning and building units of the department.
- Continued success at the Victorian Civil and Administrative Tribunal (VCAT) utilising Council's local policies as contained in the *Whitehorse Planning Scheme*.
- Dealt with more than 1000 planning applications (including amendments).
- Approved Amendment C85 and Planning Permit WH/2007/274 for an Aldi Supermarket at 193-195 Springvale Road, Nunawading.
- Adopted the Best Value Review of the Strategic Planning Unit.
- Approved the *Burwood Square Development Plan* to facilitate the site's redevelopment.
- Introduced a *Student Accommodation Policy* to guide the provision of suitable student accommodation facilities in appropriate locations.
- Continued to focus on quality customer service in the provision of building services, by a team which has a high skill set in essential safety measures.
- Focused on the building services web page and public fact sheets.
- Online Business Directory – over 1000 business registrations and over 2000 businesses registered to receive information on business services and programs.
- Whitehorse Business Week – over 800 business representatives attended a series of business development and networking events throughout the week of events.

CHALLENGES

- Continuous improvement of processes and procedures.
- The approval of amendments to the *Whitehorse Planning Scheme* to implement adopted structure plans and urban design frameworks.
- Implementation of the Best Value Review of the Strategic Planning Unit.
- Develop site safety and On-Call Policy for all building staff and who carry mandatory inspections and out of hours on-call duties and functions.

MOVING FORWARD

- Introduce a new set of standard planning permit conditions.
- Introduce procedures to allow fast-tracking of minor planning permit applications.
- Undertake a review of the *Whitehorse Planning Scheme*.
- Undertake the development of an Urban Design Framework for MegaMile west and Blackburn Activity Centres.
- Undertake review of Best Value of the Building Services area.
- Establish a high risk building inspection program for residential accommodation buildings in the City of Whitehorse.
- Work together with the Corporate Information Unit to improve workflow and delivery of service.

City Development: Engineering and Environmental Services

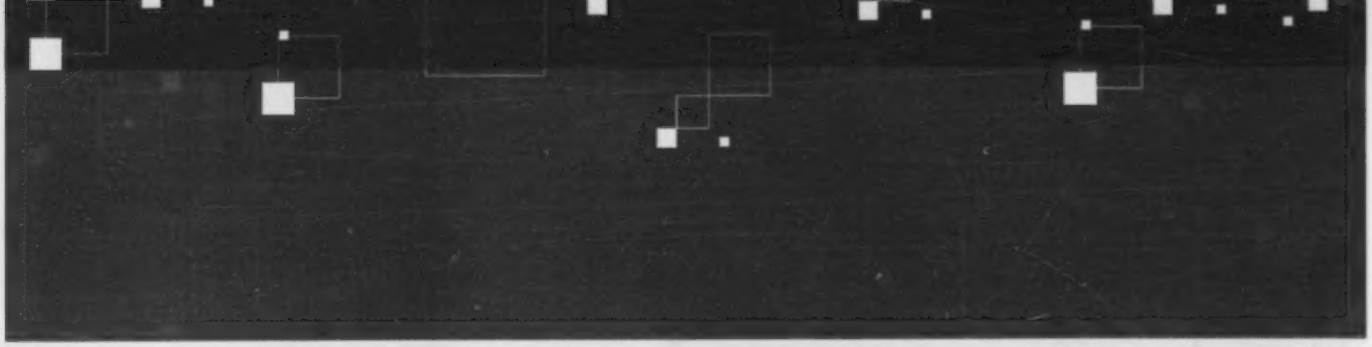
Council's Engineering and Environmental Services Department provides a range of services to the community including traffic, road safety, sustainable transport advice, strategic asset management, infrastructure design and construction, waste and recycling and coordinating implementation of Council's *Whitehorse Sustainability Strategy 2008- 2013: Our EcoVision*.

The department is responsible for strategic asset planning management of key infrastructure including 734 kilometres of road, 1340 kilometres of kerb and channel, 824 kilometres of drains, 10 gross pollutant traps, 38 litter baskets and around 10,100 streetlights.

The department is also the key driver and facilitator for many of Council's sustainability initiatives. Detail of this work can be found on page 28 in the Sustainability Initiatives section.

HIGHLIGHTS OF 2008/09:

- Resurfaced and reconstructed 53,000 square metres of local roads and rehabilitated and constructed 1120 metres of stormwater drains.
- Constructed the bicycle route from Gardiners Creek trail along Station Street and Riversdale Road to join the Gardiners Creek trail again near the Box Hill Golf Course.
- Developed, designed and installed traffic treatments in Rooks Road, Mitcham; Quarry Road, Mitcham; and Weeden Drive, Burwood to address speeding traffic. Pedestrian and bicycle safety improvements in Main Street – Blackburn and Bank Street – Box Hill.
- The Box Hill TravelSmart project and Local Area Access Program (LAAP) were completed in partnership with Box Hill Hospital and Box Hill Institute. The projects encouraged staff and students to use sustainable transport, reduce reliance on cars and provided enhanced links to the Box Hill Transport Interchange.
- The Burwood Highway TravelSmart (Route 75) project and LAAP continued in partnership including organisations in the Tally Ho Business Park in East Burwood (Hewlett Packard, Motorola, World Vision, VicRoads) and the Country Fire Authority. The project aims to increase the use of sustainable transport by staff through developing and implementing Travel Plans for each organisation. Funding is provided by Council and the State Government.
- Implemented the Integrated Transport Strategy and Road Safety Strategy and conducted road safety programs. Programs delivered included Wiser Driver, Walking School Bus at 9 schools, Starting Out Safely, Not So Fast (6 speed trailers at 230 locations), Keys Please, Fit to Drive and Looking After Our Mates. There was active advocacy on transport related issues through membership of the Eastern Transport Coalition (ETC) and Metropolitan Transport Forum (MTF).
- Work commenced on the Springvale Road Rail Grade Separation Project in May 2009 after several years of advocacy and the preparation of a detailed study by Council in conjunction with other levels of government in 2008.
- 52.5% of electricity for streetlighting was purchased as accredited GreenPower in 2008/2009, an increase from 15% GreenPower in 2007/2008. This is a key action in Council's *Sustainable Public Lighting Action Plan*.
- Planned and implemented a successful Sustainable Living Week, which was held from 26 March-3 April 2009 with 13 separate events.



- Council supported and promoted Earth Hour held on the 28 March 2009 including turning off lights at the Civic Centre and Box Hill Town Hall and an Earth Hour celebration concert as part of Sustainable Living Week. An Earth Hour Council Meeting was held on 16 March 2009, where reduced lighting and solar lamps were used.
- Developed and implemented an innovative community program, Sustainable Ambassadors that provided general environmental awareness workshops as well as specific training on behaviour change and skills to help others to become more sustainable. Facilitated the Sustainability Street community program (expanding the geographical hubs from three to four) involving residents in a series of interactive training sessions on how to live more sustainably.
- The *Water Action Plan 2008-2013* was developed and adopted by Council in July 2008. The plan contains actions that will help Council and the community reduce water consumption, improve water quality and respond to the ongoing drought and climate change impacts over the next five years.
- The Whitehorse Energy Action Plan 2009-2014 was developed and adopted by Council in May 2009. The plan outlines Council's action plan for implementing energy conservation actions over the next five years.
- A number of other sustainability programs were delivered including:
  - Gold Star Recycling Program;
  - Provided financial rebates to 24 households that installed solar hot water systems, 109 households that installed solar panels and 178 households that installed water tanks;
  - Facilitated the Solar Suburbs Program, assisting 170 Whitehorse residents to obtain discounted solar power installations for their homes through a bulk purchasing scheme;
  - Developed and conducted a series of community forums and workshops on sustainable living;
  - Supported the Community Power program giving residents access to GreenPower for homes and businesses, and energy-saving information;
  - Supported 10 primary schools in Whitehorse with assistance to participate in the AuSSI Vic Program, where sustainable activities and projects are included in the school curriculum; and
  - In conjunction with the Business and Economic Development Unit, ran an EcoBiz program for small businesses that provided information on how to reduce energy, water and waste in business.
- Continued the Home Composting Incentive Program, partnering with two businesses that has resulted in the purchase of more than 3000 home composting products at discount prices over the three phases of the program. Also participated in the Healthy Homes and Gardens program with local nurseries, providing residents with discount mulch and compost during autumn 2009.
- Commenced the Living Green with LESS program offering free energy-efficient light globe and water-saving showerhead installations for residents. 13,588 light globes and 230 showerheads were exchanged up until June 2009.
- Successfully completed the second year of the optional user-pays kerbside garden organics bin collection service. Currently there are 21,110 households participating in the service resulting in 7316 tonnes of green organics being collected for processing into mulch.
- Collected 19,108 tonnes of recyclable materials, a small decrease of 3.9% from the previous year which is attributed to the general economic downturn and decreased consumer spending. There were 11,772 tonnes of paper, cardboard and liquid paperboard, 4585 tonnes of glass, 2,309 tonnes of plastics, 19 tonnes of aluminium and 423 tonnes of steel cans. Also collected and recycled 4717 mattresses from the hard waste collection.
- Successfully diverted more waste from landfill than previous years; overall diversion rate for 2008/2009 was 47.5% compared with 45.3% in 2007/2008. A total of 27,848 tonnes of domestic garbage was sent to landfill in 2008/2009, compared with 28,057 tonnes in 2007/2008, a decrease of 209 tonnes or 0.75%.

CHALLENGES

- Help residents, schools and businesses adapt to climate change and prepare a Climate Change Adaption Strategy following on from the preparation of a Climate Change Risk Assessment in 2008/2009.
- Keep up to date with the changes to government programs, legislation and requirements in the area of climate change, carbon trading and sustainability in general to ensure Council programs and projects are updated accordingly and remain relevant.

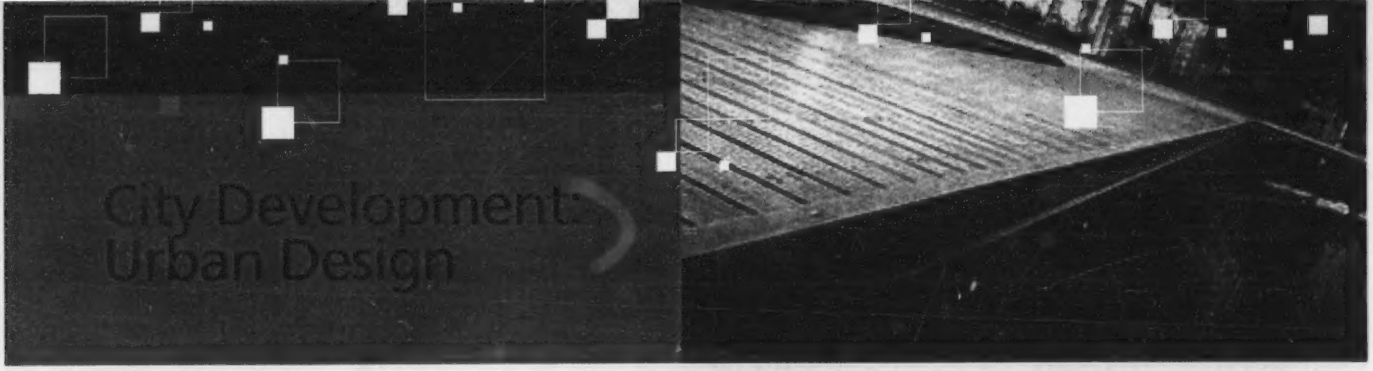
MOVING FORWARD

- Work with the Springvale Road Rail Alliance to ensure that the Springvale Road Rail Grade Separation Project is successfully completed and achieves positive outcomes for the future development of Nunawading.
- Implement and develop the new Integrated Asset Management System for Council's road and drainage assets.
- Continue to implement the *Whitehorse Sustainability Strategy 2008-2013: Our EcoVision* including the completion of the Sustainable Ambassadors Program, conduct further topical community forums, and develop a Climate Change Adaption Plan.
- Increase GreenPower purchased for streetlighting to 100%. This is a key action for Council to become carbon neutral by 2015. Implement the Water Action Plan and Energy Action Plan, including incentives for the community to implement energy and water-saving measures.

MAJOR HIGHLIGHT

Council is continuing its journey towards becoming more sustainable in its day-to-day operations and is helping the community to become more sustainable. This report contains many actions and initiatives that collectively will ensure that Council achieves its targets of reducing energy and water consumption by 25% by 2012. The sustainable actions over the past 12 months reflect activities across most Council departments and demonstrates that doing things in a sustainable manner is progressively becoming part of the way Whitehorse Council conducts its 'business as usual'.

A particular highlight is the increased number of programs, workshops and forums conducted by Council to help raise community awareness of local actions that can be taken to address important environmental issues such as climate change and drought. Public support and participation in these activities demonstrates that the Whitehorse community is keen to work with Council to reduce our impact on the environment.



City Development: Urban Design

The Urban Design Department is responsible for the design, construction and revitalisation of urban spaces throughout the municipality. The department provides urban design advice throughout the organisation, and is a leader in creating and implementing unique, innovative, physical environments conducive for community use. The departmental portfolio predominantly focuses on design exploration to create places for people, designing and constructing major retail precincts, neighbourhood shopping centre revitalisations and playspaces throughout the municipality.

HIGHLIGHTS OF 2008/09:

- Designed and constructed Council's Civic Centre forecourt, surrounding external spaces and public art atrium piece.
- Designed Box Hill urban realm improvement projects focussing on the central median in Whitehorse Road and installation of pedestrian wayfinding signage throughout the Box Hill Central Activities District.
- Chinese New Year art installation and youth art workshops undertaken and works displayed to revitalise the Box Hill Laneways.
- Implemented the MegaMile precinct streetscape works to sections north and south of Whitehorse Road, Nunawading.
- Designed and constructed Stage 2 of Bennettswood Shopping Precinct, Burwood.
- Implementation of the Blackburn Station Village and Mitcham Shopping Centre streetscape upgrades.
- Design and construction of three neighbourhood shopping centres including Beddoe and Centre Road, Vermont, Surrey and Springfield Road, Blackburn, and Benwerrin Drive, East Burwood.
- Constructed the Victoria Rose Sensory Play Space in partnership with local community groups, whilst attracting external funding from the Federal Government and the Ian Potter Foundation.
- Upgraded play spaces at Lucknow Court, Mitcham; Gawler Chain associated landscape works, Mont Albert; Middlefield Park playground, Blackburn North; Tyrol Reserve playground, Vermont South; and Surrey Park, Box Hill.

CHALLENGES

- Continuing to provide accessible urban environments for all.
- Integrating innovative, sustainable and unique design solutions cost effectively, as part of the design and construction package.
- Enhancing community engagement mechanisms.
- Improving OH&S procedures and reporting mechanisms.

MOVING FORWARD

- Continue Box Hill Laneways activations including events programming and further community art projects within the lanes.
- Construct the central median plaza (Whitehorse Road, east of Station Street).
- Install stage two of pedestrian wayfinding throughout the Box Hill Central Activities District.
- Design and construct three neighbourhood shopping centres including Milne Road Shopping Centre, Mont Albert North; Diana Drive Shopping Centre, Blackburn North; and Rangeview Shopping Centre (Stage One), Mitcham.
- Continue streetscape upgrades for Blackburn Station Village, Wattle Park Shopping Centre, and the MegaMile precinct in accordance with completed masterplans.
- Upgrade various playspaces throughout the municipality in accordance with Council's playground upgrade program.
- Complete the Whitehorse Play Strategy.

MAJOR HIGHLIGHT: WHITEHORSE CITY COUNCIL CIVIC CENTRE REDEVELOPMENT

The Urban Design Department played a key role in the redevelopment of the Civic Centre. The design of the forecourt improved pedestrian access to and from the Civic Centre and created an elegant entry that integrated urban design and architecture.

The department also created a graphic window facade, an atrium public art space and a northern courtyard. Design elements were incorporated to maximise a range of sustainability features including water-catchment in a number of areas.

Design elements were streamlined for the creation of cohesive public space.

Human Services: Aged and Disability Services

The Aged and Disability Services Department provides a range of in home and community based services to frail, vulnerable and isolated older persons, people with a disability and the primary carers of these residents.

Services include Home Care, Personal Care, Respite Support, Home Maintenance, Assisted Transport, Food Services and Social Support programs.

More than 4200 residents access Council's range of support services to assist them to remain living independently and to participate in community life.

The department also manages and provides support to residents at Council's Gowanlea Independent Living Units and Combarton Street Rooming House.

HIGHLIGHTS OF 2008/09:

- Increased the number of Community Aged Care Packages (CACPs) provided to Whitehorse residents.
- Increased the provision of Home Care, Home Maintenance and Spring Cleaning services to eligible clients.
- Increased client assessment and review to improve pathways to services for eligible residents.
- Increased leadership in research, planning and projects to support current service delivery and planning for our ageing community.
- Improved the access to and delivery of Council's community-based services.
- Actively participated in local, statewide and national Aged Care planning opportunities.
- Enhanced partnerships and alliances with agencies and providers to improve client outcomes.

CHALLENGES

- Balancing resident needs and expectations with OH&S and Risk Management requirements across all services.
- Attracting and retaining qualified professional staff across all programs and activities in the department.
- Maintaining service levels and quality of care in tight economic and funding climate.
- Effectively advocating and attracting funding for Whitehorse and its ageing community.

MOVING FORWARD

- Complete a number of strategic projects to ensure efficient and effective delivery of appropriate services to older and disabled persons in Whitehorse.
- Undertake significant planning and research to ensure Council is well positioned to advocate for the specific needs of its ageing community regarding available state and federal funding, service development and appropriate local program options and choices.
- Redevelop and enhance critical community based services to reduce isolation and promote independence.
- Explore and test the potential to further develop the Active Service model of service delivery.
- Council's continued investment in sustainability will include:
  - Providing information packs to eligible older residents to promote sustainable actions at home aligned with the active service model;
  - Finalise pilot of chemicals trial to increase use of environmentally sustainable products;
  - Improve waste management and controls at food services sites; and
  - Implement Personal Digital Assistant handsets to reduce paper rosters across Home Care Services.

Human Services: Arts and Recreation Development

This department comprises Cultural Facilities and Programs, Leisure Facilities and Parks Planning and Recreation units.

CULTURAL FACILITIES AND PROGRAMS

The Cultural Facilities and Programs Unit provides an enormous variety of creative activities, entertainment and venue hire services for the enjoyment of the Whitehorse community and beyond.

The Whitehorse Centre theatre program includes opera, drama and popular matinee entertainment. The beautifully historic Box Hill Town Hall continues to be an attractive venue for hire and includes the vibrant Community Hub and Art Space. The Art Space exhibits the Whitehorse Art Collection as part of a diverse annual exhibition and floor talk program which attracts regular school groups. The Artists in Schools funding and public art projects are also part of visual arts programming.

The Box Hill Community Arts Centre has many regular users and hosts a diversity of creative courses for people of all ages. Heritage services include public access to Schwerkolt Cottage and Museum Complex and Heritage Week festivities.

Crowds of family and friends come out for Council's season of events and major festivals that include Spring Festival, Carols by Candlelight, Chinese New Year, the Australia Day Concert and Fireworks, and the Summer Music Series.

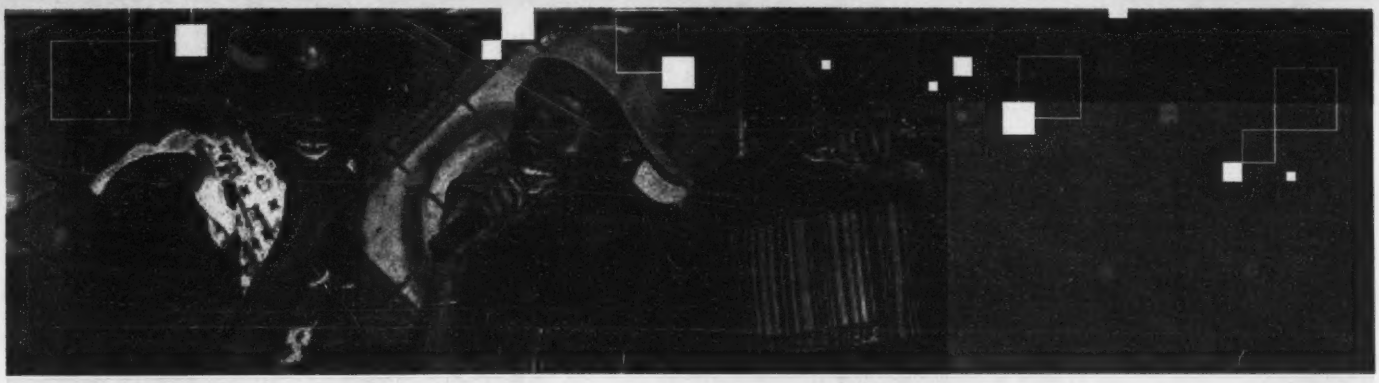
The Cultural Facilities and Programs Unit also coordinates Council's civic suite function spaces, community halls, catering and hospitality services, and administration of markets and filming requests.

HIGHLIGHTS OF 2008/09:

- Box Hill Town Hall increased meeting room bookings up from 887 meetings in 2007 to 1806 meetings in 2009.
- Coordination and provision of quiet accommodation at Box Hill Town Hall for 8000 Deakin University students taking exams over 10 days.
- New festival staff managed a successful festival season including a major closure of Whitehorse Road, Box Hill for the Chinese New Year Festival.
- The Whitehorse Centre achieved increased subscriptions levels for both the Professional Theatre Season and the Midweek Matinee Season.
- Whitehorse Centre staff assisted with decor and functions fit-out of the newly refurbished civic suite.
- The Whitehorse Centre co-produced *Dirty Dusting*, which was popular amongst regular theatre patrons.
- Heritage Week in September included a great variety of activities including Schwerkolt Cottage and Museum Complex Open Day. This event was produced in partnership with the Whitehorse Historical Society. It was a great success with approximately 1000 people enjoying the facilities and a mix of heritage and cultural displays.
- Also as part of Heritage Week the Heritage Officer produced a series of events across the city to celebrate the centenary of women's right to vote. This included the exhibitions Petticoat Parliament and Signature Stories; a theatre performance, *The Time Is Not Yet Ripe*; and circulation of a Monster Petition banner available for signing at Community and Neighbourhood Houses.
- Box Hill Community Arts Centre held a diverse range of creative courses, across several age groups and interests. Many courses experienced increased attendances and bumper school holiday programs attendance.
- The Whitehorse Art Collection attracted significant donations including 10 works from the estate of Modernist artist Thomas de Kessler and two textiles by local textile artist Janet Kidson and Jane Rogers.
- There were more visits to the Art Space by local art, craft, service clubs and groups whose second language is English. Visiting the Art Space is also becoming popular as an addition to private cocktail parties booked at the Box Hill Town Hall, which allows groups of up to 300 people to view exhibitions.
- A successful public art project and collaboration with Urban Design, Business and Economic Development and Youth ConneXions staff resulted in a group of young people producing and exhibiting stencil art in laneways off the Box Hill mall.

CHALLENGES

- Continuing to increase Whitehorse Centre function bookings in competition with similar upgraded venues in the region.
- Managing growth in attendance at Council's outdoor festivals and events within the context of increased event costs and upgraded risk management practices to maintain an excellent public safety track record.
- Increase school visits to Whitehorse Art Space by offering opportunities to participate in the free programs which are offered at each exhibition.



MOVING FORWARD

- Investigate expanding the Midweek Matinee Program at the Whitehorse Centre as evidence indicates there is potential for increased audience attendances for this program.
- Continue monitoring increased patronage at the Whitehorse Art Space monthly Saturday openings.
- Volunteer numbers are increasing at the Art Space with assistance from Council's Volunteer Coordinator. This supports current staff with Collection management activities.
- Manage the refurbishment works on the Holland Road Community Hall, which will commence in September 2009 to improve the amenity of this facility.
- Develop Spring Festival to include increased youth participation and family entertainment.
- Continue to create public art in Box Hill mall laneways and the pedestrian underpass in collaboration with Council's Urban Design Department.

MAJOR HIGHLIGHT: BOX HILL COMMUNITY ARTS CENTRE

A wide variety of local arts and community groups regularly access Box Hill Community Arts Centre. The facility houses creative workshop spaces including a specialist ceramics studio, exhibition and meeting spaces, an artist in residence space and the Alcove Art Shop.

The centre is a hub of activity and hosts art classes and workshops throughout the year for people of all ages. The diversity of art classes keeps people returning for new experiences and term classes are usually fully booked.

Increasingly the centre has reaped the benefits of facilitating collaboration between Council events held at the facility and cultural programming, to introduce new cultural experiences to new audiences. Examples are Matsudo Week that celebrates Council's sister-city relationship linked to Japanese ceramic teacup making classes. For Youth Week, the centre hosted, *Whitehorse Has Got Talent* and unearthed some rising performers. The Sustainability Week Awards ceremony held at the centre incorporated the Discarded Recycled Art Competition.

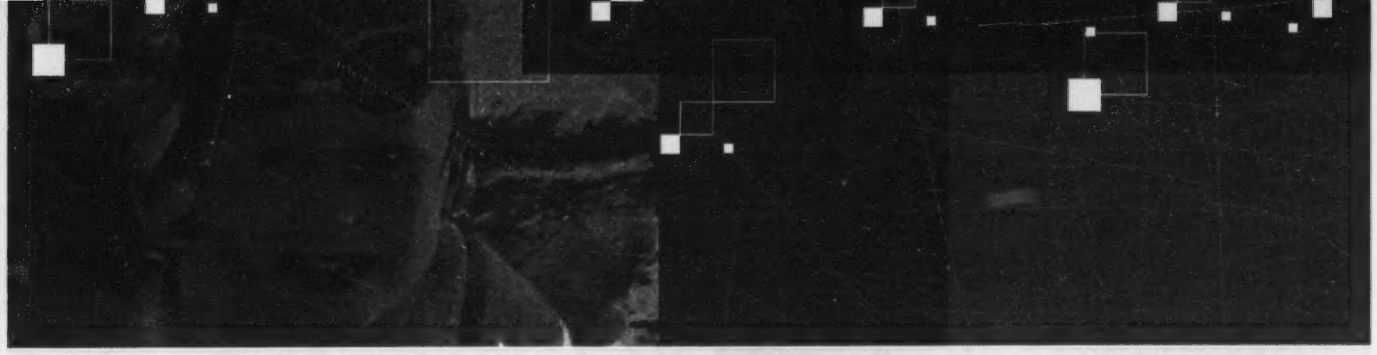
Many of these collaborations are now regular events on the Box Hill Community Arts Centre annual calendar.

LEISURE FACILITIES

The Leisure Facilities Unit provides leisure and recreation activities for the Whitehorse community from five facilities – Aqualink Nunawading, Aqualink Box Hill, Morack Public Golf Course, Nunawading Community Centre and the newly opened multipurpose stadium – Sportlink Vermont South.

HIGHLIGHTS OF 2008/09:

- Aqualink Nunawading won the 2008 Leader Community Newspaper Award for the *Best Fitness, Health and Wellbeing Facility*.
- Aqualink Nunawading lifeguard Tenille Nash was awarded the Aquatics and Recreation Victorian Pool Lifeguard of the Year.
- The consultation stage for the *Aqualink Box Hill Redevelopment Concept Plan* was completed.
- Aqualink Box Hill underwent a number of facility improvements as part of the Capital Works and operating program including rectification of roof leaks, wooden floor reseals, stadium netting, squash court refurbishment, fire services and water line replacement and diving board support structure replacement.
- Aqualink Box Hill was the recipient of an $18,000 *Go For Your Life* grant to improve and rejuvenate the older adults' strength training program. These funds contributed to replacing gym equipment, conducting specialist staff training and increasing marketing of the program.
- Aqualink Nunawading undertook a number of facility improvements as part of the Capital Works Program including a UV system for the spa, replacement of equipment in the gym, replacement of carpet in the crèche, foyer and group fitness studios.
- The 2nd Annual Morack Golf Challenge, consisting of a 9-hole Stableford event, was conducted in October. The event proved a great success and was fully subscribed with 48 golfers pitting their skills against each other followed by a barbeque and awards presentation.
- Work was completed on the re-alignment of the 17th fairway and creation of a new 17th tee as part of Council's 2008/09 Capital Works Program at Morack Golf Course.
- The new multipurpose facility – Sportlink Vermont South was officially opened on 7 February 2009, followed by an open day for the community.
- Conducted the annual Centre for Environment and Recreational Management Performance Indicators reviews of Council's three leisure facilities as part of the Best Value Review and Facility Business Planning Process.



- A new tenant – Roma Waterman Music Academy – took up residence in one of the offices at Nunawading Community Centre and conducts private music and singing lessons and runs a children's choir on site.
- Elite Basketball Academy began utilising the stadium at Nunawading Community Centre to run training sessions for elite Victorian basketball players and will be running primary school aged Skills and Drills sessions which will cater for up to 60 children.
- Aqualink Nunawading implemented a new Boot Camp program that was extremely successful with over 60 participants participating in the five boot camps conducted.
- Sportlink Vermont South secured core user groups such as Whitehorse Netball Association, Livingstone Primary School, Futsal Super 5s, Whitehorse Soccer Club, Stadium Sports Badminton, JTUltra Badminton, Ringwood Basketball Association, Blackburn Vikings Basketball Association and Eastern Recreation Leisure Services (ERLS). Sportlink Vermont South has also attracted the business of some local secondary colleges who are using Sportlink Vermont South to supplement their Physical Education curriculum.
- Sportlink Vermont South has welcomed some external programs such as Playball Basketball, Sporteka, a Junior ERLS program for children with Autism and Tai Chi.

CHALLENGES

- Successive years of drought continue to place pressure on the irrigation requirements of turf surfaces at Morack Public Golf Course. With the gradual conversion of turf areas to drought tolerant grasses in recent years combined with an on-course water catchment, the golf course has managed to maintain service to the community.
- Some activities at Nunawading Community Centre will be relocated due to the work on the Springvale Road Rail Grade Separation undertaken by the Springvale Road Rail Alliance.
- Maintaining membership and attendances at Aqualink Box Hill in light of increasing customer expectations, emerging competitors and an ageing facility.
- Maintaining regular aqua-aerobics classes and meeting customer demand due to shortage of qualified aqua-aerobics instructors within the leisure industry.

MOVING FORWARD

- A new contractor will take over the day-to-day management and operation of the golf course following a tender process in early 2009. Golf Services Management will be appointed on a three-year contract from 1 July 2009.
- Upgrade of the driving range at Morack Public Golf Course that will include a new drought tolerant turf surface, installation of a new irrigation system and additional drainage.
- Aqualink Nunawading will host the MS Mega Swim for the first time on 10 and 11 April 2010. Run in conjunction with the MS Society and local Rotary Clubs, this event involves sponsored teams swimming for 24 hours to raise money for people with MS in the local community.
- Court dividing nets will be installed at Sportlink Vermont South to enable different sports to run on adjoining courts without interruption and reducing risks associated with balls going astray.
- The redevelopment of Aqualink Box Hill will progress to the detailed design and specification stage in late 2009-10 after the redevelopment concept plan and consultation report findings were endorsed by Council in April 2009.
- Aqualink Nunawading and Aqualink Box Hill will work in partnership with Aquatics and Recreation Victoria on a pilot program targeting people at risk of developing diabetes.

PARKS PLANNING AND RECREATION

The Parks Planning and Recreation Unit primarily facilitates the planning and policy for parks, open space and recreation resources throughout Whitehorse. This includes the administration and facilitation of Parks Advisory Committees and the support for sport and recreation clubs through club development seminars.

Whitehorse has a significant and diverse physical heritage that includes bushland, waterways, regional parks and gardens. There are approximately 335 open space areas in Whitehorse (690 hectares), which represents approximately 10.7% of the municipality. Approximately 590 hectares of this land is owned and managed by Council. Contained within these areas are 60 sporting fields, 174 playgrounds and about 30 kilometres of off-road trails.

Council recognises that participation in the City of Whitehorse in recreational or leisure pursuits is an important element of a healthy lifestyle. The residents are fortunate to have access to a diverse range of leisure opportunities, covering a broad spectrum of active and passive recreation through approximately 250 sports and recreation clubs and supporting infrastructure.

HIGHLIGHTS OF 2008/09:

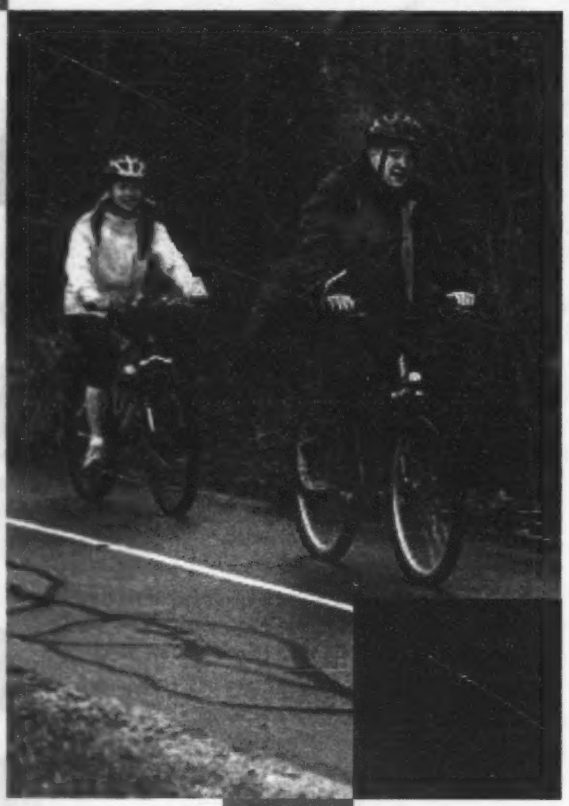
- Developed and implemented a concept plan for Redland Drive Reserve, Mitcham.
- Commenced the review of the Box Hill Gardens Master Plan including completion of initial community consultation.
- Commenced the development of a Landscape Concept Plan for Slater Reserve, Blackburn North.
- Commenced the feasibility study for the proposed merger of the Blackburn South and Bennettswood Tennis Clubs.
- Commenced the development of a Sustainable Management and Development Plan for Whitehorse sporting grounds and associated facilities, to address the long-term sustainability of Whitehorse sporting reserves.
- Completed the detailed design for the existing pavilion refurbishment and new pavilion at Wembley Park, Box Hill South.
- Completed the detailed design for improvements to the south west pavilion at Surrey Park, Box Hill
- New cricket practice wickets constructed at Koonung Reserve, Blackburn North.
- Designed and constructed an analemmatic sundial at Blackburn Lake Sanctuary in partnership with the Blackburn Lake Sanctuary Advisory Committee.
- Completed a new community facility at Simpson Park, Mitcham.
- Commenced the new building extension to the South Pavilion at City Oval, Box Hill.
- Resurfaced the eastern green to Tift Dwarf (drought tolerant grass) at the Bennettswood Bowling Club, Box Hill South.
- Undertook successful recruitment process for Parkland Advisory Committees, Bicycle Advisory Committee and Whitehorse Sport and Recreation Network.
- Delivered successful events including the Whitehorse Sports Awards, Parkland Community Forum, Community Bike Ride and South Eastern Skateboard League 2009 Series.
- Secured significant funding ($2.3 million) from the Federal Government for the Wembley Park pavilion and associated infrastructure redevelopment.
- Won a Parks and Leisure Australia planning award in the Victoria / Tasmania Region for the Eastern Region Soccer Strategy. A group of local councils covering the municipalities of Whitehorse, Manningham, Boroondara, Monash, Knox and Maroondah teamed together, along with the State Government and Football Federation Victoria (state administrator of soccer), to develop the *Eastern Region Soccer Strategy*.

CHALLENGES

- Managing the sustainability and use of sports fields under the ongoing drought conditions.
- Working with other government agencies to develop bicycle routes along their assets.
- Working on meeting the aims of the *Whitehorse Open Space Strategy*.
- Managing water saving initiatives requests from community groups such as installation of water tanks.

MOVING FORWARD

- Complete the development of the draft Sparks Reserve/ Wembley Park Precinct Concept Plan.
- Complete the development of the Box Hill Gardens Master Plan.
- Commence redevelopment works to the Wembley Park Pavilion and associated infrastructure, Box Hill South.
- Complete the Sustainable Management and Development Plan for Whitehorse sporting grounds and associated facilities.
- Work with external funding stakeholders, for example the Department of Sport and Recreation, to secure funding for sport and recreation projects within a competitive environment.
- Renegotiate recreation and open space lease and licence agreements.



MAJOR HIGHLIGHT

Visitors to Blackburn Lake Sanctuary will be able to keep track of the time thanks to the creation of an interactive sundial at the popular bushland reserve.

Council constructed an analemmatic sundial at the sanctuary, in conjunction with the Blackburn Lake Sanctuary Advisory Committee.

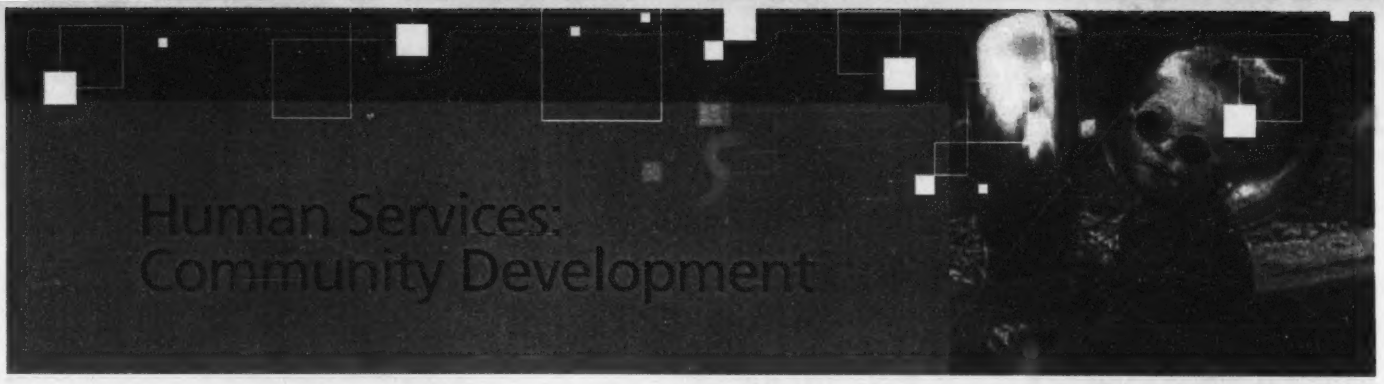
An analemmatic sundial uses a shadow cast by a vertical object – in the case of the one at the sanctuary, the object is the person who stands on the dial.

The project was the idea of members of the Blackburn Lake Sanctuary Advisory Committee, who were interested in having one of these unusual sundials established in the park, and to use as part of their successful community education program.

Council worked closely with the advisory committee on the design of the sundial, which features two rings of one-hour markers – one mounted on a rock wall to show standard time and the other on the ground to show daylight saving time.

Locations of the markers were calculated specifically for the chosen site.

The sundial project is a great example of Council and the community working towards a common goal, with the result being an interesting and functional addition to this iconic park.



Human Services: Community Development

The Community Development Department provides a range of initiatives to improve the wellbeing, social connectedness, capacity and strength of the Whitehorse community. The department is involved in social research, community profiling, policy development, strategic planning, capacity building, community strengthening, health promotion and other specific projects with an emphasis on working in partnership to develop our community.

Key areas of focus for 2008/09 included: the *Municipal Public Health Plan*, the *Disability Policy and Action Plan*, the *Diversity Policy and Action Plan*, the *Reconciliation Policy and Action Plan*, the *Volunteer and Civic Participation Strategy*, community grants, Neighbourhood and Community Houses, Whitehorse Emergency Relief Network, senior citizens centres, social housing, responsible gaming, drug and alcohol issues, working with people with a disability and disability service providers, coordination of volunteers, Indigenous reconciliation, working with diverse and multicultural communities and community safety.

HIGHLIGHTS OF 2008/09:

- Coordinated a number of successful and highly attended community events: Seniors Festival, Harmony Day, Volunteer recognition function, Refugee Festival, Interfaith Forum, Women's Forums, Sorry Day flag raising ceremony.
- Administered the Community Grants Program and the successful funding of many local services and agencies through the Community Grants Program with the aim of delivering locally relevant and responsive initiatives.
- Resourced and supported the Disability Advisory Committee and the Reconciliation Advisory Committee.
- Resourced and supported the Interfaith Network.
- Developed the Victoria Rose Reserve Sensory Experience.
- Produced *Walking and Wheeling in Whitehorse* booklet.
- Introduced RECHARGE in the City of Whitehorse.
- Conducted disability awareness training for council staff.
- Established of the Whitehorse Volunteer Network to support and strengthen voluntary activity in Whitehorse.
- Developed the *Volunteer and Civic Participation Strategy*.
- Two Whitehorse City Council Scholarships were available for students living in Whitehorse and in their first year at either Box Hill Institute of TAFE or Deakin University.

CHALLENGES

- Potential relocation of the Forest Hill Community Resource Centre into new accommodation.
- Further strengthening collaborative working relationships across the municipality.
- Continue to actively engage with the local community to build capacity, strengthen the community and work towards inclusion and enhancing health and wellbeing outcomes.
- Working with the community organisations based at Silver Grove during the Springvale Road Rail Grade Separation project.
- Promoting the Whitehorse Scholarship Program to the broader Whitehorse community.

MOVING FORWARD

- Implementation of the *Volunteer and Civic Participation Strategy*.
- Hosting the Women's Forum in October 2009 which will highlight the historical beginnings of art in Whitehorse.
- Develop a Whitehorse Affordable Housing Policy.
- Develop a Whitehorse Community Engagement Strategy.
- Develop the Whitehorse Community Wellbeing Plan (Municipal Public Health Plan).

MAJOR HIGHLIGHT: DEVELOPMENT OF VICTORIA ROSE RESERVE

A joint partnership between Council's Community Development and Urban Design Departments.

Biala (an early intervention service for children with a disability – predominantly Autism) approached the Community Development department in late 2005 to explore the idea of developing a sensory garden in the parkland at the rear of Biala – Victoria Rose Reserve.

Research was conducted to explore sensory garden concepts and how it could translate to an unstaffed public park. Community Development and Urban Design determined that it was feasible to develop the space and proceeded with the project.

Community support and engagement was established via the development of a concept planning steering group, consulting with services, engaging residents and children through information, competitions and workshops.

All of the construction work has been completed for the play space and Council is waiting for the gardens to become established before opening the space to the public at the commencement of spring 2009.

Human Services: Health and Family Services

Health and Family Services provides social support services to children, youth and families as well as public health services to all residents in the city. Services include the provision of 294 centre-based and 215 family day care-based childcare places for the community, six (maternal and child health) family centres that cater for more than 7000 families per year, numerous youth programs that attract more than 3000 young people, eight monthly immunisation clinics and a number of other public health services.

HIGHLIGHTS OF 2008/09:

- The provision of seven parent information forums covering topical issues such as managing childhood behaviour, sibling rivalry, building resilience and self esteem, sleep settling, school readiness, and living harmoniously with your teenager. The forums were very well attended with up to 185 parents attending individual sessions and over $1200 raised through the gold coin entry donation for charity.
- Provided assistance and support for more than 5250 casual contacts and 1070 individual support clients visiting Council's Youth ConneXions centre at Centro, Box Hill.
- Established the Stencil Art Project which provided the opportunity for young people dealing with issues such as mental health, homelessness and lack of connection to family, to participate in a program that facilitated the display of their art work in the laneways of Box Hill. The project was launched by the Mayor and acknowledged the young people's dedication, creativity and contribution to the project.
- The Whitehorse Youth Representative Committee facilitated the XPLORE health forum which focused on the topics of identity, sexual and mental health. The forum was targeted at secondary school students and included the involvement of a number of different community agencies including Head Space, Fresh Youth Theatre and Project Rock It.
- Council's National Youth Week event took place in April 2009 and was a great success with the Whitehorse Has Got Talent show, displaying the talents of local young people. The celebration of Youth Week also incorporated a multicultural festival/ soccer tournament at Mullauna Secondary College. This was a joint project between Whitehorse City Council Youth Services, Box Hill Community Arts Centre and the Migrant Information Centre.
- Whitehorse School Focused Youth Service funded thirteen projects for a total of $51,000, involving approximately 2000 students, staff, parents and volunteers. These projects were implemented in five secondary schools and eight primary schools, and involved the partnership of twelve different community agencies. Projects included a student-run breakfast club, the production of a bike maintenance manual for primary school students by Year 8 boys, a project involving dads in promoting positive body image, and a program to train Years 5 and 6 students as peer mediators.
- The Maternal and Child Health Team supported more than 7300 families during the year, including 1997 new mothers and their babies. The service continues to be extremely well utilised by families with a total of 31,500 consultations being provided.
- Received government funding for the development of the pilot project Baby Makes Three. This project is a collaboration of early years professionals working with the Whitehorse Community Health Centre and Whitehorse City Council and aims to reduce domestic violence in the community.
- The *Food for Thought* parent education sessions continue to be very well attended with attendee evaluations providing a positive reflection of the program. The sessions cover all aspects of infant nutrition including introducing solids, healthy eating habits, obesity risk factors and dental care.
- Council's childcare services provided high quality childcare and education services for more than 1250 families.
- Council's Inclusion Support Facilitators provided outstanding support for more than 105 Commonwealth funded childcare services over the past year. This support enables more than 130 families with special needs children in the community to participate in these important community support programs.
- Council's Health Team carried out more than 1700 food safety assessments across 1020 food premises during the year. These assessments included the hygiene rating assessments of 621 medium to high intensity food businesses in the municipality. Hygiene star rating certificates were issued to each of these premises.
- Council's Immunisation Team gave more than 21,500 vaccinations to infants, school aged children and adults during the year.

- Council's health team undertook more than 226 *Health Act (1958)* assessments across all registered businesses in the municipality. This included 170 *Health Act Hygiene Assessments (HAHA)* of hairdressing and beauty salons and businesses involved in skin penetration (ear piercing and tattooist) as part of Council's Five-Star Rating system and over 56 assessments of accommodation premises.
- The team also conducted tobacco control activities consisting of over 40 education visits to tobacco retailers, licensed premises and eating establishments and sixteen test purchases for cigarette sales to minors.
- Achieved high results in the 2009 *Annual Community Survey* for all Health and Family Service Programs.

CHALLENGES

- The increased birth rate over the past five years continues to place additional pressure on Council services such as maternal and child health, centre-based childcare, family day care, kindergarten and immunisation.
- Changes to childcare ratios introduced by the Federal Government with the recently enacted *Children Services Regulations (2009)* will add to the future cost of childcare services as the new requirements are phased in over the next two and a half years.
- Withdrawal of state government funding for the eastern metropolitan regional Migrant Youth Support Program has placed pressure on other support programs assisting newly arrived refugee young people and overseas students within the municipality.
- The continued viability of the Family Day Care Program in light of diminishing federal funding for the program.
- Increasing maintenance costs for ageing kindergarten infrastructure.

MOVING FORWARD

- Finalise the Municipal Early Years Plan and the Municipal Youth Plan. The plans will set the strategic direction and activity of Council and its community in supporting families with children through to young adults (0 to 25 years).
- Commence a strategic review of infrastructure for early year's services across the municipality with the $50,000 state government fund received for this purpose.
- Participate in the statewide Municipal Association of Victoria project to review models of service delivery for the Family Day Care Program.
- Manage the implementation of changes, resulting from amendments to the *State Food Act (1984)* that may affect the delivery of Council's management of food safety in commercial premises.
- Implement the National Early Years Framework which aims to improve the quality of childcare and education across the nation.
- Implement the State's new *Children's Services Regulation (2009)* which will be relevant to Council's centre-based childcare, family day care and kindergarten programs.
- Increase participation rates for the 18-month, 2-year and 3.5-year developmental health checks.
- Implement the new state-wide Maternal and Child Health - Key Ages and Stages Service program. The program will improve the developmental monitoring and assessment processes used within the maternal and child health program.
- Increase the number of monthly public immunisation sessions offered to meet growing demands.

MAJOR HIGHLIGHT

The continued delivery of high quality support services for a growing number of families in the municipality with children aged between 0 to 6 years. The State Government, and in particular the City of Whitehorse, has witnessed a significant increase in births over the past five years. Our staff's commitment, professionalism and work ethic has prevailed at the highest level during this time.

Human Services: Library Services

Libraries support residents to take part in the economic, social and cultural life of the community by creating informed communities, developing foundation skills, stimulating ideas and discussion and building social capital.

HIGHLIGHTS OF 2008/09:

- A strong program of author talks, events and activities were offered this year resulting in an 18% increase in attendances over the previous year.
- 58 attendances at the Chinese storytime and morning tea held at Box Hill Library during Library Week.
- 80 excited preschoolers in swashbuckling pirate gear enjoyed a Pirate Party at Nunawading Library during Library Week with author and illustrator Frances Watts and David Legge who presented their book Captain Crabclaw's Crew through music, singing, storytelling and drawing.
- Nunawading Reads was a year-long series of diverse author events at Nunawading Library including international authors Marshall Browne, Cecilia Dart-Thornton and Trudi Canavan.
- A Reader's Corner was established at the Box Hill branch which provides library users with a comfortable place to read and discover new reading directions with book reviews, articles and suggested reading lists.
- Book Buddies provided in collaboration with the Louise Multicultural Centre, has been a successful new initiative this year with nine participating 'buddies'. Local community volunteers meet at the Box Hill Library with adults learning English. The Book Buddies program not only assists to develop English language skills, it also provides community engagement opportunities for the students and volunteer tutors.
- Programs supporting Council initiatives included: Storytimes at the Whitehorse Spring Festival; Author Talk Giselle Wilkinson *The Conscious Cook* and storytime during the Whitehorse Sustainable Living Week; *Researching Suffrage History Online* workshop at Nunawading Library during Whitehorse Heritage History Week.
- The ongoing branch furniture replacement program for 2008/09 included new seating and furniture in casual reading areas across the region, upgraded internet furniture at Vermont South Library and cabinets for library catalogue PCs at Blackburn Library. Additional furniture for children at Box Hill Library was purchased to accommodate the growing attendances at storytime sessions.
- As part of the Whitehorse Civic Centre works, the public entrance to the Nunawading Library was improved, including an updated foyer, improved after-hours return facilities and signage.
- A complete renovation of the public toilet facilities was undertaken at Box Hill Library, including the establishment of facilities for parents with young children.
- The Friends of Nunawading Libraries (FONL) was established in 1988 to raise funds for the public libraries in the City of Nunawading. Since the formation of the Whitehorse Manningham Regional Library Corporation in 1995, FONL have continued to support library services with their fund raising activities including annual book sale days, eBay sales and a literary luncheon. The Book Sale days are always well attended, attracting buyers from all over Melbourne. In 2008/09 FONL donated over $10,000 to the Corporation to be used towards a wide range of library programs and initiatives across the Whitehorse Manningham Libraries.
- The Whitehorse community places a very high level of importance on public library services, rating the importance of the library to the community at 9.3 on a scale of 1–10 *(Annual Regional Library Syndicate Survey 2008)*.
- Our libraries once again featured in the top ten services of most importance to Whitehorse residents.

City of Whitehorse Community Survey	2009	2008	2007
Libraries satisfaction rating	91%	89%	90%

CHALLENGES

- Maintaining access for Nunawading branch library customers during the building works at the Whitehorse Civic Centre.
- Introducing early literacy storytime sessions in response to significant demand for youth programs.

LOOKING FORWARD

- Installation of a new integrated telecommunications system.
- Planning will commence in 2009 for the internal redevelopment of the Nunawading Library to improve facilities at the branch.

Infrastructure: Capital Works

The Capital Works Department has four key areas of responsibility:

- Planning and management of Council's Capital Works Program.
- Project management of building Capital Works.
- Maintenance of Council's buildings.
- Development and implementation of Council's Integrated Asset Management Strategy.

Capital Works Program

Council completed over 218 individual projects with a combined value of around $26.9 million. The five-year Capital Works Program, which is reviewed and modified annually, continues to provide guidance and direction on proposed expenditure across Council's major asset groups of roads, footpaths, drains, parks and buildings. The program gives funding priority to renewal and refurbishment projects to ensure Council's assets continue to provide an acceptable level of service.

Building Project Management

During 2008/2009 departmental staff project managed Capital Works to the value of approximately $5.7 million, involving more than 67 projects. These projects included building works at Eley Park Community Centre, City Oval Box Hill, Simpson Park Mitcham, refurbishment works at the Box Hill Library and five Child Care Centres and a wide range of environmentally-sustainable projects including many energy, water and solar initiatives.

Asset Management Program, Framework and Planning

Whitehorse City Council continued to make significant and measurable advances in asset management practices in 2008/2009.These advances are reflected in Council's MAV STEP program audit results, where again, Whitehorse was ranked as one of the top performing Victorian councils for its approach to asset management.

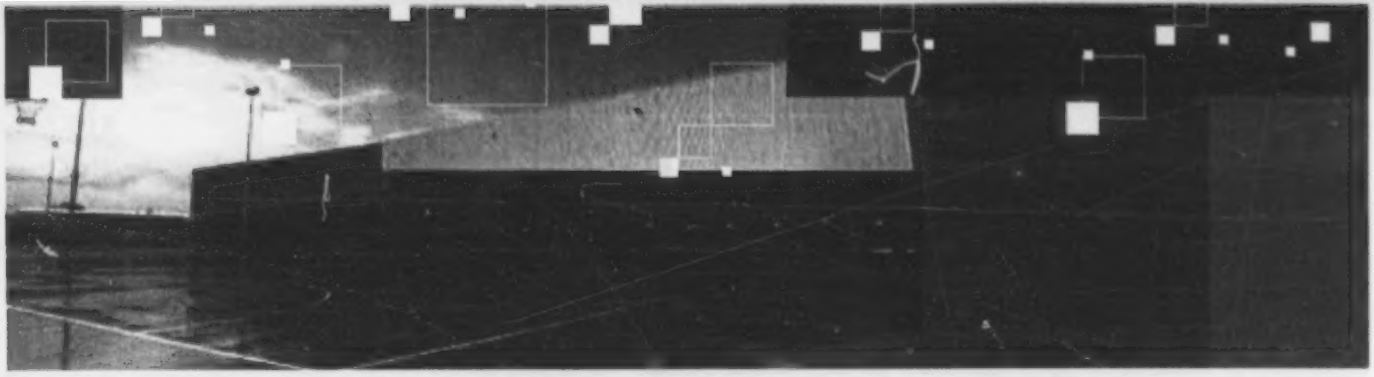
The development of Council's Asset Management framework pushed further ahead in 2008/2009 as Council went to tender in May for a corporate Integrated Asset Management System (IAMS) following nine months of user specification planning. The result was the development of a detailed IAMS Specification following input from more than 70 staff who participated in numerous workshops to ensure that the project would meet all of Council's asset management needs. The IAMS will centralise and guide the management of Council's physical assets that have a replacement value of $1.6 billion.

Facilities Maintenance

Facilities Maintenance delivered a range of building compliance, programmed maintenance, reactive repairs and capital replacement works during 2008/2009. Approximately $2 million in operating expenses was spent providing these services. A further $1.2 million was funded from the Capital Works Program. Approximately 3100 customer requests were processed and completed in 2008/2009.

HIGHLIGHTS OF 2008/09:

- Completed $1.67 million of footpath reconstruction and upgrade works.
- Carried out major road reconstructions in Victoria Crescent and View Street, Mont Albert.
- Undertook $1.2 million in local road rehabilitation/ resurfacing works to extend the life of existing roads.
- Installed $274,000 of new traffic management devices and road safety initiatives to improve the safety of motorists and pedestrians.
- Invested $740,000 in the replacement, upgrade and provision of new drains in Council's stormwater drainage network.
- Continued city wide tree planting program with expenditure of around $319,000. Planting whole roads or streets includes replacement of trees that have died or are dangerous as well as the planting of additional trees in streetscapes.
- Upgraded various parks, playgrounds and sports fields including Redland Drive Reserve, Victoria Rose Reserve and Wren Close Reserve.
- Continued Council's Sustainable Turf Management Program for conversion of sporting field turf from cool season grasses to warm season grasses at six sites.
- Completed playground upgrades to the value of $190,000.
- Completed the construction of Sportlink Vermont South.
- Completed building extension works at the Whitehorse Civic Centre complex.
- Completed the refurbishment and extension to the Eley Park Community Centre to accommodate The Avenue Neighbourhood House.
- Let the tender and completed the construction of the Simpson Park multipurpose room and toilets.
- Let the tender and substantially completed the construction of the upper floor extension of the Southern Pavilion at City Oval.



- Upgraded spectator seating in the grandstand and refurbished the kitchen at Walker Park pavilion.
- Completed the refurbishment of the Box Hill Library amenities area.
- Carried out building condition audits at six childcare centres and carried out refurbishment and upgrade works in five childcare centres.
- Completed design and documentation for future building projects for Blackburn South Hall, Surrey Park south west pavilion and Wembley Park soccer pavilion. Successful in obtaining $2.31 million in federal government Funding for the redevelopment of the Wembley Park Precinct including the building of a new pavilion, upgrading the existing pavilion and building new public toilets.
- Completed more than $2.2 million of significant streetscape upgrade works including improvements at Bennettswood Neighbourhood Shopping Centre, Wattle Park Shopping Centre, Box Hill Central Activities District, Mitcham Shopping Centre, Nunawading Neighbourhood Shopping Centre and along the MegaMile.
- Completion of successful nine-month planning phase for the IAMS. System planning and requirement gathering workshops were held and involved more than 70 staff from nearly all departments within Council from November 2008 to February 2009.
- Development and IAMS specification document and tender package.
- Review and re-adoption of Council's Asset Management Policy.
- Completed successful MAV STEP Asset Management Program audits in November 2008 and May 2009. Council continues to achieve excellent results under the Program and is one of the top rated councils in Victoria.
- Thorough review, analysis and development of Council's Asset Renewal Modelling and renewal requirements.
- Analysis and survey of Council's toilet levels of service under MAV STEP Asset Management Program.
- Contract renewal for mechanical plant maintenance services, glazing services, portable fire equipment testing, lift maintenance services, safe roof access systems, electrical maintenance services, flooring services and fixed fire services.
- Aqualink Box Hill fire and domestic water services upgrade.
- Substantial completion of master key change over to all Council-owned buildings on Council land.
- Essential services action plan developed by priority and several items actioned.
- Forest Hill Preschool refurbished.
- Contract let for cooling tower removal and replacement chilled water plant at the Whitehorse Civic Centre and Nunawading Library.

CHALLENGES

- Aiming to deliver at least 85% of all capital projects on time and on Budget.
- Retaining staff commitment to the rollout of the IAMS.
- Continuing to provide best practice asset management education, assistance and tools to all relevant staff.
- Ensuring continuing compliance with various building regulations and operating standards particularly with respect to essential service measures.

MOVING FORWARD

- The procurement of an IAMS and the commencement of the implementation process for the roads and building related assets modules.
- Development and implementation of a corporate wide asset management training program and timetable for all relevant Council staff.
- Updated condition audits of all of Council's buildings.
- Annual inspection and reporting on all shade structures throughout Council.
- The expansion of the essential services measures inspection and servicing program to include non-Council owned buildings located on Council owned land to ensure compliance with building regulations.

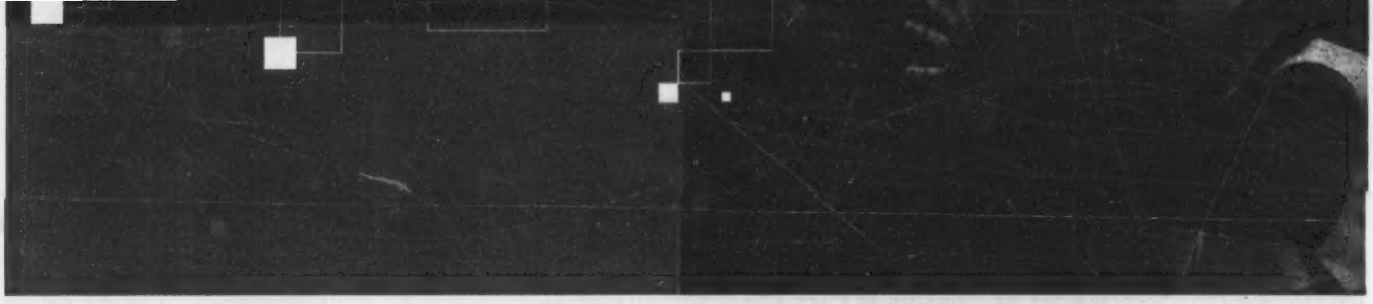
Infrastructure: City Works

Council's City Works Department is responsible for the coordination and management of construction and maintenance works for Whitehorse's 700 kilometres of sealed roads, 1300 kilometres of footpath, 800 kilometres of underground drains, 34,000 drainage pits, 72 shopping centres, street sweeping, street litterbin waste collection, graffiti removal, cleaning of pubic barbeques and toilets and pick up dumped rubbish.

HIGHLIGHTS OF 2008/09:

- Effective interaction with Urban Design and Engineering and Environmental Services Departments regarding maintenance and protection of Council's assets.
- Operational and Capital Works Budgets delivered on Budget and in time.
- Reviewed Council's Road Management Plan.
- Managed the Community Correctional Services Graffiti Removal Program through Corrections Victoria of the Department of Justice. The successes of the inaugural Program have lead to its extension for a further two years to 30 June 2011.
- Implemented new works procedures following review of the asphalt maintenance crew for improved performance and productivity.

- Implemented all 24 recommendations arising from the Township Cleansing Operations Review, resulting in improved efficiency and quality of cleansing service delivery.
- Purchased a compact footpath sweeper and developed a program to sweep township centres, shared paths, pedestrian laneways, footpaths and car parks for improved quality and productivity.
- Appointed new Cleansing Coordinator.
- Effectively collaborated with CityWide following review of the street sweeping contract, resulting in significantly improved service delivery across all township centres, streets and car parks.
- Effectively managed the After Hours Stand-by Manual and Stand-by crew.
- Developed effective relationships with VicSES Nunawading Unit.
- Undertook monthly JSA for all outdoor crew and contractors to ensure compliance with safe working practises.
- Further developed the footpath inspection program utilising mobile GIS/GPS technology to refine inspection data captured.
- Conducted preliminary scoping and work in conjunction with Council's GIS Unit to enable mapping of footpath defects then applied GIS/GPS footpath inspection results in compliance with Council's *Road Management Plan* and programming of effective footpath asset renewal works.
- Detailed involvement in the development of the specification for Council's soon to be implemented IAMS.
- Let new four-year contracts for storm-water drainage maintenance, road pavement marking, footpath grinding, public toilets and barbeque cleaning.



CHALLENGES

- Reviewing the structure of the City Works Department.
- Fill all vacant full-time permanent positions.
- Ensure staff are kept well informed and trained on new methods and technology advancements introduced in the industry and workplace.
- Address matters relating to the changing environment with greater use of sustainable products and methods, including increased use of recycled material in construction and maintenance works where possible.
- Amend Council's Road Management Plan and operate within the new intervention levels and prescribed works schedules.

MOVING FORWARD

- Further enhance and refine the GPS/GIS footpath asset inspection program to finalise the project by presenting the defect inspection results in EView and enable advanced analysis of defect inspection results through Council's internal mapping system.
- CMP Audit result improvement for general asset inspection and maintenance due to improved processes and use of GPS/GIS technology to capture and map the data and program works.
- Amend Council's *Road Management Plan* based on current policy, operational objectives and available resources.
- Conduct a review of the Drainage Maintenance Team for improved performance and productivity.
- Deliver all City Works services and Capital Works projects to the highest standard and quality.

MAJOR HIGHLIGHT

As a result of the township review carried out last year, a compact mechanical footpath sweeper was purchased and a sweeping program was developed. The program has facilitated a higher level of township cleanliness across a greater number of centres.

The service was implemented throughout February 2009 and was structured to achieve minimum disruption to traders, businesses and shoppers while raising the standard of township cleanliness.

With the cooperation of the entire township cleansing crew, the program has been widened to incorporate laneways and adjacent streets of not only the townships but several walkways that were previously only serviced on a monthly basis. These are now swept on a weekly cycle.

The efficiencies that have been achieved have allowed the cleansing crew to take on additional tasks, which have resulted in a more consistence level of service and standard of cleanliness throughout major and minor shopping centres.

Infrastructure: Commercial Operations

Commercial Operations Department is responsible for managing the Whitehorse Recycling and Waste Transfer Centre, Council's plant and vehicle fleet, and the Operations Centre including the workshop and store.

HIGHLIGHTS OF 2008/09:

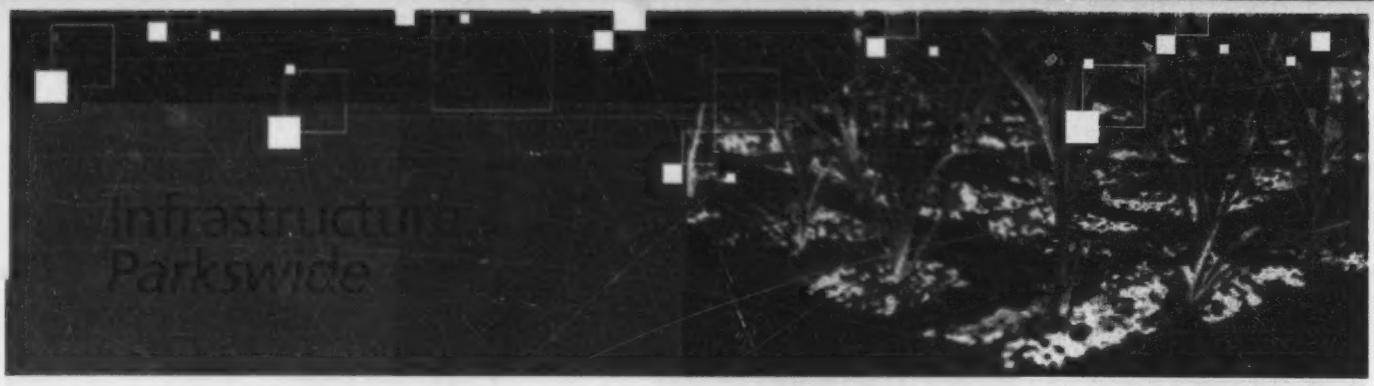
- Review and reorganisation of department structure.
- Continued assessment of leachate and gas borehole monitoring system on old landfill site.
- Commenced development of a site management plan.
- Processed 10,785 tonnes of green waste for recycling and diverted from going to landfill.
- Ceased green waste processing contract with GreenPlanet and new contract awarded to Bark King.
- Work commenced on the installation of a new weigh bridge, extensive renewal and maintenance works commenced on existing weigh bridges, pit, retaining walls, internal road and traffic management controls.
- Security improvement works commenced.
- Reviewed the Safe Vehicle and Fleet Policy.
- Management of small plant reviewed and replacement/ repair standards introduced.
- Continued assessment of alternative fuel use for Council vehicles.
- Replaced 40 passenger vehicles.
- 81% or 69 four-cylinder vehicles in the Council's passenger vehicle fleet.
- Introduced an improved fuel-management system.
- Commenced a Best Value Review of the workshop and store.
- Reviewed stock being held on site.
- Reallocated storage areas.
- Fuel tanks decommissioned.

CHALLENGES

- Risk management.
- Business efficiency.
- Staff education and training.
- Maintenance of assets to facilitate the delivery of appropriate services.

MOVING FORWARD

- Develop a land management plan for the Whitehorse Recycling and Waste Transfer Centre site.
- Continue to divert significant quantities of material from landfill.
- Site security at the Operations Centre and the Whitehorse Recycling and Waste Transfer Centre.
- Review training the Safe Vehicle and Fleet Policy.



Infrastructure – ParksWide

Whitehorse City Council has more than 690 hectares of open space, including parks, gardens, recreation reserves and trails combined with tree-lined residential streetscapes to form a pleasant urban environment.

Council's ParksWide team provides maintenance of these extensive park and horticultural assets in close collaboration with Parkland Advisory Committees.

Major activities undertaken include maintenance and enhancement of remnant bushland reserves, management and maintenance of street and park trees, general parks and gardens maintenance and horticultural services. ParksWide manages Council's nursery, maintains and manages Council's sports fields as well as maintaining playgrounds and other items of open space infrastructure.

HIGHLIGHTS OF 2008/09:

- Completed a very difficult and extreme fire season without major incident.
- Approximately 4000 trees, shrubs and grasses planted at Bolton Park on National Tree Day.
- Council's nursery distributed over 52,000 plants during the year. Over 35,000 of these plants were indigenous.
- Donated in excess of 2000 plants to local schools and community groups.
- Approximately 1000 street trees planted.
- Implemented the third year of indigenous corridor planting.
- A horticultural trainee added to the existing two horticultural apprentices with ParksWide.
- A number of ParksWide staff were involved in the Recognition of Prior Learning Program where industry experience and skills are recognised with formal qualifications.
- Implemented *Sustainable Drought Management Plan* for sports fields.
- Installed new cricket practice nets at Koonung Reserve and Mahoney's Reserve.
- Installed drought-tolerant warm season grasses at Morton Park (east), East Burwood (south), Heatherdale Reserve (east), Walker Park, Forest Hill Reserve, Terrara Park (east).
- Blackburn Lake Sanctuary Education Program Officer employed and programs actively promoted and delivered.
- Melbourne International Flower and Garden Show – Horticultural Services team involved with design and construction of Tree and Shrub Growers Victoria silver medal garden exhibit.
- Park and gardens upgrades at 110 sites including a range of improvements such as planting, path construction, park furniture installation and other landscape improvements.
- $150,000 landscape implementation undertaken by ParksWide Horticultural and Landscape Services staff in conjunction with external contractors at Sportlink Vermont South.
- More than 50 people attended the Sustainability Week Nursery Family Open Day held on 27 March 2009.

CHALLENGES

- Reviewing the *Bushland Reserves Fire Management Strategy*.
- Introducing warm season grasses at selected sports fields and effectively communicating the program to sporting clubs.
- Ongoing development and introduction of formalised OH&S initiatives for volunteers.
- Maintaining the presentation and health of parks and main roads in a drought environment to an appropriate standard.

MOVING FORWARD

- Manage open space in ongoing drought environment coupled with severe water restrictions.
- Sustainable reinstatement of drought-affected areas including ovals, general open space, trees and garden beds.
- Implement recently established asset management plan for the department.
- Advocate for modification of the *Road Management Act (2004)* in relation to vegetation management.

MAJOR HIGHLIGHT

The department has successfully transferred sixteen sports fields to warm season grasses thereby ensuring the sustainability of the playing surface. Six sports fields were transferred during the financial year. At the current rate of transfer all 40 irrigated sports fields will be transferred by 2011. This will result in water consumption being reduced by 70% compared with the watering requirements of non-transferred cool season grassed sports fields.

SECTION FOUR

Governance

Good Governance

Whitehorse City Council believes good governance is a vital part of Local Government and being accountable to the community. Good Governance is identified in the *Council Plan 2009-2013*, reflecting Council's commitment to open and transparent government, acting with integrity and compassion, and maintaining the highest level of good management. Good governance provides residents with the confidence to know that their rates are being used wisely, and that their democratically elected Councillors are making decisions based on proper processes and systems.

COUNCIL MEETINGS

Whitehorse City Council holds Ordinary and Special Council Meetings where Councillors, acting together to form Council, debate issues in a public forum and make decisions, called 'resolutions'. Council officers then carry out these decisions.

During the year, Council held 10 Special Committee Meetings and 13 Ordinary Council Meetings. The following is a list of Councillor attendances at each of these meetings.

DATE	TYPE OF MEETING	COUNCILLOR ATTENDANCE*
14 July, 2008	Special Committee	All present
21 July, 2008	Council Meeting	Cr Aubrey and Cr Bowie
11 August, 2008	Special Committee	Cr Ellis
18 August, 2008	Council Meeting	All present
8 September, 2008	Special Committee	All present
15 September, 2008	Council Meeting	All present
13 October, 2008	Special Committee	All present
20 October, 2008	Council Meeting	All present
10 November, 2008	Special Committee	Cr Droutsas and Cr Stennett
17 November, 2008	Council Meeting	All present
4 December, 2008	Special Statutory Meeting	All present
8 December, 2008	Council Meeting	All present
27 January, 2009	Council Meeting	Cr Lane
9 February, 2009	Special Committee	Cr Koutras
16 February, 2009	Council Meeting	All present
10 March, 2009	Special Committee	Cr Stennett
16 March, 2009	Council Meeting	All present
14 April, 2009	Special Committee	Cr Munroe
20 April, 2009	Council Meeting	All present
11 May, 2009	Special Committee	Cr Pemberton
18 May, 2009	Council Meeting	All present
9 June, 2009	Special Committee	All present
15 June, 2009	Council Meeting	All present

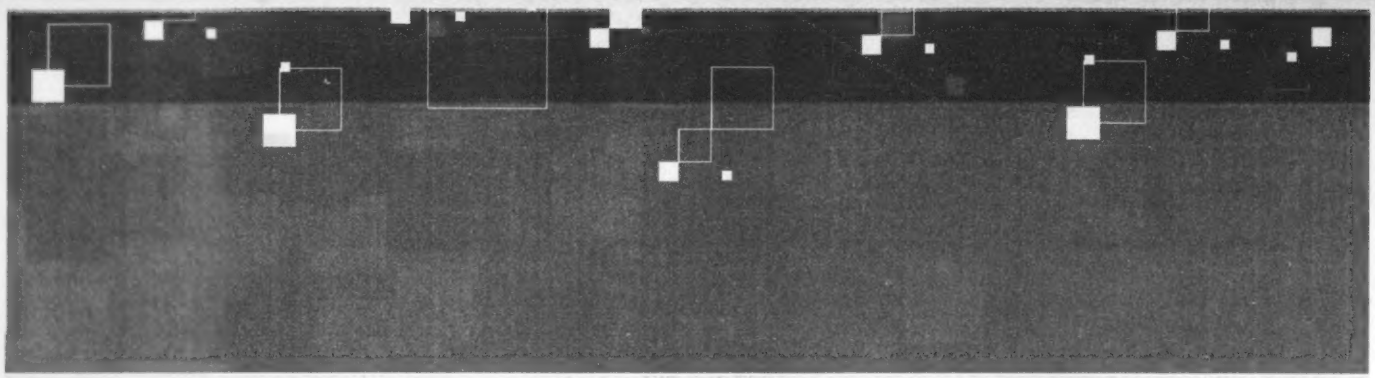
* Name of Councillor/s not present at the meeting

Performance Statement

Whitehorse City Council is required under the *Local Government Act (1989)* to report on its key strategic activities identified in its 2008/09 Annual Budget and carried out in that year. These activities follow.

2008/09 ANNUAL REPORT - PERFORMANCE STATEMENT

STRATEGIC OBJECTIVE	ACTIVITY	INDICATOR	TARGET ACHIEVED	ACTIVITY EXPLANATION
Responsible Leadership and Governance	Continue involvement and advocacy for a solution to the transport issues in Springvale Road at Whitehorse Road and the railway line.	Completion of Stream 1 work and level of involvement and advocacy by June 2009.	Yes	Study completed and submitted to Federal Government in July 2008. The Mayor met with Minister Albanese and the Federal Government reconfirmed its commitment of $80 million towards a solution at this location. The State Government announced through the Victorian Transport Plan released in December 2008 that it intended to Grade Separate the railway crossing with the aim of delivering the Project in 2010. The Premier announced on 29 April 2009 that the project would proceed immediately at an estimated cost of $140 million with the State Government contributing $60 million and the Federal Government $80 million.
Foster Local Economy	Implement a sustainable business program for a group of businesses, helping them identify energy and water savings in cost-effective manner.	Program delivered by June 2009.	Yes	Two EcoBusiness Programs were completed in 2008/09 with 30 local businesses participating in developing and actioning a range of cost effective water and energy efficiency initiatives.
	Development of an industry strategy.	Complete strategy by May 2009.	Yes	Draft Industrial Strategy has been completed and presented to Council from the consultant. It is being reviewed before presentation for adoption to Council and incorporation as a reference document into the Planning Scheme.
Support our Community	Development of the *Whitehorse Volunteer and Civic Participation Strategy and Action Plan.*	*Whitehorse Volunteer and Civic Participation Strategy and Action Plan* adopted by Council by June 2009.	No	The draft *Volunteer and Civic Participation Strategy and Action Plan* has been endorsed by Council to be placed on public exhibition. The revised adoption date is now October 2009.
	Hold a series of community workshops with information and practical incentives for individual participants and community groups to save energy, water and reduce waste.	Community workshops held by June 2009.	Yes	Workshops held as follows: • Home Composting – 17 September and 28 October 2008. • Make your Business Sustainable and Cut your Bills – 31 March 2009. • Save Water, Save Energy Extravaganza – 2 April 2009. • Community Energy Workshop – 30 April 2009. • Energy Efficiency Forum (insulation and solar hot water) – 16 June 2009.



STRATEGIC OBJECTIVE	ACTIVITY	INDICATOR	TARGET ACHIEVED	ACTIVITY EXPLANATION
Create Sustainable Urban Environments	Eley Park Community Centre Redevelopment Stage 2 – building extension.	Complete Stage 2 – building extension and commence (Avenue) Neighbourhood House operations.	Yes	Project completed in October 2008. Stage 2 of the building works to Eley Park Community Centre has been completed. The Avenue Neighbourhood House has commenced operations at the Centre.
	Complete construction of Sportlink Vermont South.	Completion of Capital Works by 30 December 2008.	Yes	The construction was completed in December 2008 with the handover from the contractors in January 2009. The official public opening was held on 7 February 2009.
	Increase the purchase of GreenPower for streetlighting to 52% of the total power purchased for streetlighting.	Arrange for increased purchase of GreenPower for streetlighting by 31 August 2008.	Yes	GreenPower increased to 55% in August 2008.
	Vegetation on Crown Land Study.	Complete Study by June 2009.	Yes	Study has been completed and is being reviewed by officers before presentation to Council for adoption.
	Bicycle Strategy Program – continue with off-road bike path construction program.	Completion of Station Street off-road bike path component by June 2009.	Yes	Station Street combined on-road and beside-road bicycle path of approximately 640m. Completed June 2009. Involved construction off-road bicycle path next to Station Street.
	Construct Sensory Play Space at Victoria Rose Reserve.	Complete Study by June 2009.	Yes	Project completed in June 2009. Construction of the Sensory Play Space has been completed. The space will be officially launched in spring 2009.
	Undergrounding of powerlines, Jeffery Street.	Complete Study by June 2009.	Yes	Report completed on 4 February 2009.
Protect and Enhance our Natural Environment	Refurbishment of the Box Hill Central Activities District.	Completion of Budgeted Capital Works Projects by June 2009.	Yes	Project completed in June 2009. Design documentation within Box Hill Central Activities District included laneways, central median and Box Hill gateway completed.
	Shopping centre improvements at Mitcham and Nunawading.	Completion of Budgeted Capital Works Projects by June 2009.	Yes	Project completed in June 2009. Construction works at the Mitcham Shopping Centre and Nunawading MegaMile precinct completed.

CERTIFICATION OF PERFORMANCE STATEMENT

In our opinion, the accompanying performance statement of the Whitehorse City Council in respect of the 2008/09 financial year is presented fairly in accordance with the Local Government Act 1989.

The statement outlines the performance targets and measures set out in relation to the achievement of the Key Strategic Activities in respect of that year described in Council's 2008/09 Annual Budget and describes the extent to which the activities have been met in that year having regard to those targets and measures.

At the time of signing, we are not aware of any circumstance, which would render any particular in the statement to be misleading or inaccurate.

Andrew Munroe
Councillor

Dated:17/8/09
Nunawading

Robert Chong
Councillor

Dated: 17/8/09
Nunawading

Chief Executive Officer
Noelene Duff

Dated: 17/8/09
Nunawading

VAGO

Victorian Auditor-General's Office

INDEPENDENT AUDITOR'S REPORT

To the Councillors, Whitehorse City Council

The Performance Statement

The accompanying performance statement for the year ended 30 June 2009 of the Whitehorse City Council which comprises the statement, the related notes and the certification of performance statement has been audited.

The Councillors' Responsibility for the Performance Statement

The Councillors of the Whitehorse City Council are responsible for the preparation and fair presentation of the performance statement in accordance with the *Local Government Act 1989*. This responsibility includes establishing and maintaining internal controls relevant to the preparation and fair presentation of the performance statement that is free of material misstatement, whether due to fraud or error.

Auditor's Responsibility

As required by the *Local Government Act 1989*, my responsibility is to express an opinion on the performance statement based on the audit, which has been conducted in accordance with Australian Auditing Standards. These Standards require compliance with relevant ethical requirements relating to audit engagements and that the audit be planned and performed to obtain reasonable assurance whether the performance statement is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the performance statement. The audit procedures selected depend on judgement, including the assessment of the risks of material misstatement of the performance statement, whether due to fraud or error. In making those risk assessments, consideration is given to the internal control relevant to the entity's preparation and fair presentation of the performance statement in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the overall presentation of the performance statement.

I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my audit opinion.

Matters Relating to the Electronic Presentation of the Audited Performance Statement

This auditor's report relates to the performance statement published in both the annual report and on the website of the Whitehorse City Council for the year ended 30 June 2009. The Councillors are responsible for the integrity of the website. I have not been engaged to report on the integrity of the website. The auditor's report refers only to the statements named above. An opinion is not provided on any other information which may have been hyperlinked to or from these statements. If users of this report are concerned with the inherent risks arising from electronic data communications, they are advised to refer to the hard copy of the audited performance statement to confirm the information included in the audited performance statement presented on the Council's website.

Level 24, 35 Collins Street, Melbourne Vic. 3000
Telephone 61 3 8601 7000 Facsimile 61 3 8601 7010 Email comments@audit.vic.gov.au Website www.audit.vic.gov.au

VAGO

Victorian Auditor-General's Office

Independent Auditor's Report (continued)

Independence

The Auditor-General's independence is established by the *Constitution Act 1975*. The Auditor-General is not subject to direction by any person about the way in which his powers and responsibilities are to be exercised. In conducting the audit the Auditor-General, his staff and delegates complied with all applicable independence requirements of the Australian accounting profession.

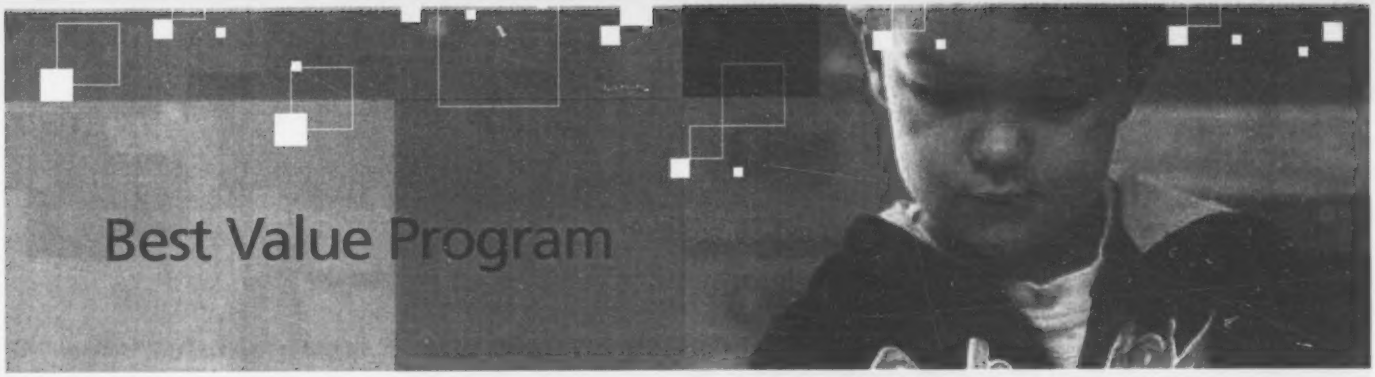
Auditor's Opinion

In my opinion, the performance statement of the Whitehorse City Council in respect of the 30 June 2009 financial year presents fairly, in all material respects, in accordance with the *Local Government Act 1989*.

MELBOURNE
20 August 2009

for D D R Pearson
Auditor-General

Level 24, 35 Collins Street, Melbourne Vic. 3000
Telephone 61 3 8601 7000 Facsimile 61 3 8601 7010 Email comments@audit.vic.gov.au Website www.audit.vic.gov.au



Best Value Program

Council has an ongoing program of Best Value Service Reviews in accordance with the requirements of Section 208 of the *Local Government Act (1989)*. This report provides summary information on Council's approach to Best Value and on the status and outcome of Best Value Service Reviews carried out in 2008/09. More detailed information is located on Council's website www.whitehorse.vic.gov.au/Best-Value-Program.html

COUNCIL'S APPROACH TO BEST VALUE

Council is required under the *Local Government Act (1989)* to comply with the Best Value Principles and report to the community on its achievements. The principles are as follows:

- The need for services to deliver against agreed quality and cost standards.
- Services being responsive to changing community needs.
- Accessibility of services to those who need them.
- Continuous improvement in the delivery of services.
- Community consultation on services and activities.
- Regular annual reporting to the community on Council's performance.

Section 208C of the *Local Government Act (1989)* requires Council to take account of the following factors when developing its quality and cost standards:

- The best on offer in the public and private sectors.
- Value for money.
- Community expectations and values.
- Balance of affordability and accessibility.
- Opportunities for local employment growth.
- Partnership building with other levels of government.
- Environmental sustainability.

Three fundamental principles guide the implementation of Best Value at Whitehorse City Council, namely:

- Whitehorse's Best Value process is used to ensure that all of Council's services and activities provide high quality and good value for money to the community.
- Council is committed to ensuring that, where appropriate, the services being provided by Council staff continue to be delivered internally unless it can be demonstrated that it would be better value to the community for these services to be provided by others.
- The Best Value process is implemented in accordance with the Victorian Government's *Competitive Neutrality Policy Victoria (2000)*.

With the completion of Council's initial five-year program of reviews in June 2004, and in the light of the outcomes of the review of the Best Value Program undertaken for the Victorian Government by the Best Value Commission, Council continues to review its approach to the conduct of service reviews.

Council has found the service review process beneficial in enabling it to ensure that its services meet the changing needs of the community as well as in providing an opportunity to compare Council's performance with like services in the public and private sectors. Whitehorse City Council will continue to apply the Best Value principles when conducting service reviews and continue to report to the community on the outcomes of its reviews through reports to Council and annual reports on the implementation of Best Value placed on Council's website.

In terms of the development of a program of reviews, Council takes a strategic approach to the conduct of reviews, identifying services for review on the basis of:

- Significance in achieving Council's strategic goals.
- Capacity to lead to significant improvement in service delivery.
- Changes in community satisfaction with the service.
- Changes in community expectations or demands for the service.
- Alterations in government policy that have major ramifications for service delivery.
- The length of time that has lapsed since the previous review.

CONDUCT OF BEST VALUE SERVICE REVIEWS

Each Best Value Service Review is conducted by the relevant work team and led by the manager of that team. Managers and teams are supported in this process through the use of a common review template and the provision of a central resource that provides information, advice and training.

Service reviews have three distinct stages:

STAGE ONE: Service Analysis
- Describe service
- Describe current service levels

STAGE TWO: Service Model
- Needs analysis
- Compare service against best on offer in public and private sectors
- Develop draft standards on service levels, cost and quality
- Community consultation

STAGE THREE: Advice to Council
- Method for service delivery
- Service provider option
- Risk and impact
- Market maturity
- Council approval of service model

At the conclusion of each service review, Council receives a report that contains:

- A description of the existing service standards and a proposed method of service delivery, with defined service levels and cost and quality standards that have been benchmarked and tested through consultation.
- An analysis of the service delivery options available, including an analysis of the maturity of the market, a risk assessment of each option and an assessment against the competitive neutrality policy.
- Advice on the preferred service delivery option.

PROGRESS OF SERVICE REVIEWS

Council has completed its five-year program of service reviews. In 2006-2007 Council commenced its ongoing program of service reviews, which are currently in progress as listed below:

SERVICE	COMPLETION DATE OF REVIEW
Customer Service Reviews	Ongoing
Family Day Care	Completed
Environmental Health	Completed
Sustainability practices (Green Organic services)	Completed
Strategic Planning	Completed
Community Development	September 2009 (now October 2009)
Building Services	June 2009 (now Dec 09)
Transport (Aged and Disability)	July 2009 (now Jan 2010)
Civic Centre Amenities	June 2010
Traffic and Local Laws	June 2010
Waste and Recycling Service (Waste Management Plan 2004 Review)	July 2009 (now July 2010)
Arts and Culture Strategy (Cultural Facilities and Programs)	July 2009 (now December 2010)

OUTCOME OF COMPLETED SERVICE REVIEWS

As the service reviews have commenced, they are at this time reviews in progress, and not yet completed. The outcomes of the Best Value Service Reviews, commenced in 2008-2009, will be reported in the next Best Value Annual Report for 2009/2010.

BEST VALUE REPORTING ON PERFORMANCE

For the many completed service reviews, the cost and quality standards are currently being further analysed with the view to updating the standards to ensure they meet current cost and quality standards and expectations.

National Competition Policy Statement

National Competition Policy Compliance: 2008-09

Certification by Chief Executive Officer

Whitehorse City Council has complied with the requirements of the National Competition Policy (NCP) for the period 1 July 2008 to 30 June 2009, in accordance with the requirements outlined in *National Competition Policy and Local Government – A Revised Statement of Victorian Government Policy, December 2008 (2008 Statement)* as set out below:

A. Trade Practices Compliance *State whether the Council is compliant or non-compliant. If non-compliant, justify or cite actions to redress.*	Compliant.
B. Local Laws Compliance *State whether the Council is compliant or non-compliant. List all local laws made or remade during 2008-09 which impose a restriction on competition.*	Compliant. No changes were made to the City of Whitehorse Community Local Law No. 1 2006 during 2008/09.
C. Competitive Neutrality Compliance *State whether the Council is compliant or non-compliant for all significant businesses. List any significant businesses that are non-compliant.*	Compliant Council does not have any significant businesses that are non-compliant.

I certify that:

a) this statement has been prepared in accordance with the 2008-2009 National Competition Policy reporting guidelines, which is pursuant to the *2008 Statement*; and

b) this statement presents fairly the Council's implementation of the National Competition Policy.

Signed:

Noelene Duff

Date: 3/9/09

Risk Management

Whitehorse City Council's *Risk Management Strategy and Policy* acknowledges that Council has an obligation to the Community to:

- Provide a safe environment with adequate protection from harm for all staff, residents and visitors.
- Manage its financial resources in a responsible manner.
- Comply with all legislation relevant to Local Government activities.
- Maintain and protect its physical assets.

Risk management is a systematic method of identifying, evaluating and treating risks associated with Council's activities, functions and processes. These can include service delivery, business systems, human resources, assets, liabilities and the environment. Risk management seeks to both minimise risk and maximise opportunities. Council's *Risk Management Policy and Strategy* assists the organisation to meet its corporate objective of providing good governance and leadership.

The Australian Standard AS/NZS 4360:2004 guides Council's *Risk Management Policy and Strategy* which seeks to develop a systematic approach to:

- Identify and prioritise risks.
- Develop and implement responses to minimise risks.
- Link risk assessment issues to both operational and strategic plans.
- Determine the level of resourcing required to respond to specific risk categories.

The implementation of the strategy is supported at three levels by:

- A Risk Management Committee that provides corporate and strategic leadership.
- Council's Compliance Department that provides an operational resource both to the committee and to managers and staff in the identification, assessment and responses to risk.
- A software database program that enables managers, coordinators and supervisors to document and assess individual risks and monitor their responses to these risks. This software database also provides the Risk Management Committee and the organisation with the tools to identify and prioritise risks and to monitor and evaluate Council's response to these risks.

Ongoing training is provided to managers and staff on risk management methodology, awareness and the management of risks within areas of responsibility. This training program is conducted using a range of mediums and forums including one-to-one, e-Learning and individual group training techniques incorporated into Council's training calendar.

Council recently reviewed its *Risk Management Policy and Strategy* to clearly define and identify risk stakeholders, define responsibilities of key staff and the monitoring and review requirements to ensure effective risk management processes and outcomes.

The Chief Executive Officer chairs the Risk Management Committee which comprises senior managers from across the organisation. The committee monitors compliance within the framework of Council's *Risk Management Policy and Strategy*. A risk management computer software package assists departments in the recording, rating and monitoring of risk across the organisation in a consistent format. Reports produced are submitted to departments regularly to enable management to review their risk status with a particular focus on higher-rated risks and risks that have target for completion date pending.

To assist in the ranking and prioritising of risks, a risk matrix has been developed to provide a consistent framework to assess risks across the organisation and assist in the application of treatment options to address those risks.

COUNCIL AND COMMUNITY RISK MANAGEMENT SUPPORT

Support is provided to Council departments and community groups to implement recommendations following inspections that focus on risk issues. Recommendations can be a result of immediate concerns or from the results of staff or insurer audits.

There was an increase in the number of risk assessments conducted during the year covering community facilities and activities to help ensure risk exposures were appropriately identified and then treated.

PROPERTY AUDIT

Council is subjected to annual property insurer audit of key sites to identify risk management issues. The audit involves site inspections that look at a number of areas including fire and arson risks, burglary and theft exposures and water and storm damage.

The audits also consider employee, volunteer and contractor accountabilities and training along with performance monitoring systems. The results of these audits enable Council to address areas that may need attention and further improvement.

LIABILITY AUDIT

Council's liability insurer conducts audits of Council's systems and processes to identify, evaluate and control liability risks. The insurer provides targeted audits and additional training for Council in areas of concern.

The results of the audits also enable Council to address areas that may need further attention and assist in the Budgeting and planning process.

AUDIT ADVISORY COMMITTEE

Council's Audit Advisory Committee receives regular reports on the organisation's risk management position and performance. This committee reviews the effectiveness of Council's risk management direction and activities and reports to Council on its findings and recommendations for enhancement and improvement.

Corporate Information

WHISTLEBLOWERS PROTECTION ACT (2001)

The *Whistleblowers Protection Act (2001)* encourages and facilitates the making of disclosures of improper conduct or detrimental action by public officers and public bodies. The Act provides protection to the person or people who make disclosures in accordance with the Act and establishes a system for the matters disclosed to be investigated and for rectifying action to be taken.

In accordance with the Act, Council has adopted detailed procedures for dealing with any disclosures it may receive. Copies of these procedures are available for inspection at Council's service centres and on Council's website. As required by Section 104 of the *Whistleblowers Protection Act (2001),* Council reports that:

- Procedures under Part 6 of the Act to deal with any disclosures made under the Act were established. These procedures are available to the public.
- One disclosure alleging improper conduct was received during the 2008/09 year.
- One disclosure was referred to the Ombudsman for determination as to whether it was a public interest disclosure.
- One matter was referred to Council during the year by the Ombudsman.
- One matter was referred during the year by Council to investigate.
- Nil investigations of disclosed matters were taken over by the Ombudsman from Council.
- Nil requests were made by a person under Section 74 of the Act to the Ombudsman to investigate disclosed matters referred to Council.
- Nil matters were disclosed that Council declined to investigate.
- One disclosed matter was fully investigated and finalised to the satisfaction of the Ombudsman's office.
- Nil recommendations were made by the Ombudsman under the Act to Council.

FREEDOM OF INFORMATION

Since January 1994, Council has been subject to the *Freedom of Information Act (1982)*, which provides the community with access to documents in the possession of the Council, subject to various exemptions and exceptions.

For the period 1 July, 2008 to 30 June, 2009:

- 18 requests were made to Council regarding Freedom of Information.
- 2 requests were withdrawn.
- Full access was granted on 2 occasions.
- Part access was granted on 3 occasions.
- The request was outside of the provisions of *Freedom of Information Act (1982)* on 6 occasions.
- 1 request was transferred to another agency.
- As at 30 June 2009, 4 requests were in various stages of process.

There were no requests to the Principal Officer for an internal review. There were no appeals to the VCAT relating to requests processed throughout the year.

The provisions of the Act under which the above decisions were made were:

- Access denied in part – Sections 33(1), 34(1), of the *Freedom of Information Act (1982).*
- Access provided via as of right release, Section 14(1) the *Freedom of Information Act (1982)* applies.

The names and designation of the officers with authority to make a decision on a request are A (Tony) De Fazio, Manager Civic Services and Jenny Russell, Team Leader Governance. The Principal Officer is the Chief Executive Officer Noelene Duff.

Information Available For Public Inspection

In accordance with the *Local Government Act (1989)* the following Council documents are available for public inspection, at the Whitehorse Civic Centre, 379 Whitehorse Road, Nunawading during normal working hours:

- Annual Report for each financial year.
- Annual Financial Statements, including:
  - an Operating Statement;
  - a statement of financial position; and
  - notes to the financial statements.
- Budget or Revised Budget for the current financial year.
- Current copy of the Council Plan.
- Local Laws and Orders for the city.

- Councillor Code of Conduct.
- Election Campaign Donation Return by Candidate.
- Record of Assemblies of Councillors.
- Details of allowances fixed for the Mayor and Councillors under Sections 74 and 74A of the *Local Government Act (1989)*.
- Details of senior officers' total salary packages for the current financial year and the previous year including the gross salary, the amount of the Council or employer contribution to superannuation, the value of any motor vehicle provided by Council and the total value of any other benefits and allowances provided by Council.
- Details of overseas or interstate travel (with the exception of interstate travel by land for less than three days) undertaken in an official capacity by Councillors or any member of Council staff in the previous 12 months, including the names of the Councillors or members of Council staff and the date, destination, purpose and total cost of the overseas or interstate travel.
- Names of Council officers who are required to submit a return of interest during the financial year, and the dates the returns were submitted.
- Names of Councillors who submitted returns of interest during the financial year and the dates the returns were submitted.
- Agendas and Minutes of Ordinary and Special Meetings held in the previous 12 months kept under Section 93 of the Act except if the Minutes relate to parts of meetings that have been closed to members of the public under Section 89 of the Act.
- A list of all Special Committees established by Council and the purpose for which each committee was established.
- A list of all Special Committees established by Council which were abolished or ceased to function during the financial year.
- Minutes of meetings of Special Committees under Section 86 of the Act and held in the previous 12 months except if the Minutes relate to parts of meetings which have been closed to members of the public under Section 89 of the Act.
- A register of delegations kept under Sections 87, 88 and 98 of the Act, including the date on which the last review under section 98(6) of the Act took place.
- Submissions received in accordance with Section 223 of the Act during the previous 12 months.
- Agreements to establish regional libraries under Section 196 of the Act.
- Details of all property, finance and operating leases involving land, buildings, plant, computer equipment or vehicles entered into by Council as lessor or lessee, including the name of the other party to the lease and the terms and the value of the lease.
- Register of authorised officers appointed under Section 224 of the Act.
- A list of donations and grants made by Council during the financial year including the names of persons or bodies which have received a donation or grant and the amount of each donation or grant.
- A list of the names of the organisations of which Council was a member during the financial year and details of all membership fees and other amounts and services provided during that year to each organisation by Council.
- A list of contracts valued at $100,000 or more which Council entered into during the financial year without first engaging in a competitive process and which are not contracts referred to in Section 186(5) of the Act.

AUDIT ADVISORY COMMITTEE 2008-09

The role of Whitehorse City Council's Audit Advisory Committee is to have an overview of the financial, management and system controls in place to protect Council's assets. This is not a decision-making forum, but performs a review function. On occasions the committee may refer matters to the Council for decision.

The Audit Advisory Committee comprises two appointed Councillors, and two independent persons with industry experience. The current independent member of this committee and Chairperson is Mr Michael Said, (appointed in July 2004) who is also Chairperson of the Audit Committees of both Greater Dandenong and Moorabool Councils, and an independent member of both the Whittlesea City Council Audit Committee and the Chisholm Institute of TAFE Audit Committee. The second independent person appointed in November 2006 was Mr Ray Liggett.

The Chief Executive Officer is required to be present at the meeting, and the General Manager Corporate Services attends each meeting unless advised to the contrary. The internal auditor is invited to each meeting, and the external auditor may be invited where appropriate.

Through a competitive tendering process Council appointed RSM Bird Cameron, Chartered Accountants, as its internal auditors for a three-year period (July 2006 to June 2009). RSM Bird Cameron performed a risk assessment of Council's operations and recommended a three-year audit program to cover these aspects. Mr Stan Naylor, Partner, Mr Jayesh Kapitan, Manager Risk Assurance Services are the RSM Bird Cameron representatives. The Audit Advisory Committee has adopted the internal audit work program for a three-year period, and receives reports from the internal auditor on these issues. The Audit Advisory Committee also receives update reports in relation to any previous matters raised by the internal auditors to ensure that these are adequately addressed.

The external auditor is the Victorian Auditor General who has appointed the accounting firm DFK Collins Chartered Accountants to conduct the annual statutory audit.

The Audit Advisory Committee also reviews the responses from the officers in respect of matters raised by other audit reports such as the due diligence audits and the annual statutory audit, and monitors the progress of the officers in dealing with these items.

The minutes of the Audit Advisory Committee are distributed to all Councillors and a report on audit issues is reported in the quarterly management report following each audit meeting. The committee met five times during the 2008-09 financial year.

Audit Advisory Committee Members

Chairperson/Independent member – Mr Mike Said.
Independent member – Mr Ray Liggett.
Councillor representative – Cr Andrew Munroe.
Councillor representative – Cr Robert Chong OAM.

INTERNAL AUDITOR

Mr Stan Naylor, Partner RSM Bird Cameron Chartered Accountants (2006-09).

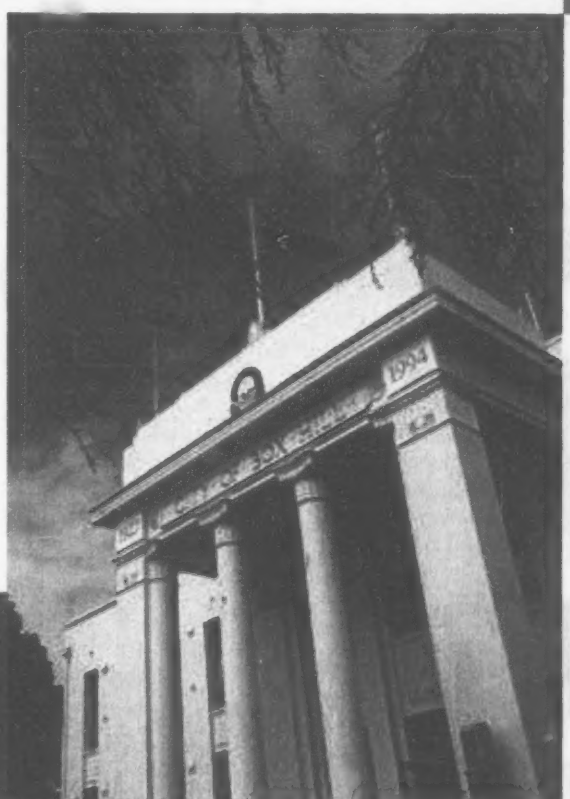
EXTERNAL AUDIT SERVICE PROVIDER

Victorian Auditor General represented by Mr Stephen O'Kane, Partner DFK Collins Chartered Accountants.

AUDIT RISK PLAN REVIEWS IN 2008-09

As part of the 2006-09 Audit Risk Plan, the Audit Advisory Committee received review reports on the following:

- 2007-08 Annual Report and Audit Management Letter.
- Risk Management Framework.
- Review of Council's Financial Plan Model.
- Payroll (including EFTs).
- Review of Investment Strategy.
- Records Management.
- Strategic Internal Audit Plan 2009-10.



Local Laws and Orders

To help maintain the amenity of the municipality and safety of the community, Council administers State Government legislation and Council-developed Local Laws and Orders.

The Community *Local Law No 1* and *Order No 2* – Animal Control have been designed to address local issues at a local level. These controls put in place minimum community standards in the areas of waste management, animal control, use of public areas and the protection of Council assets.

The purpose of Council's Community *Local Law No 1* is to:

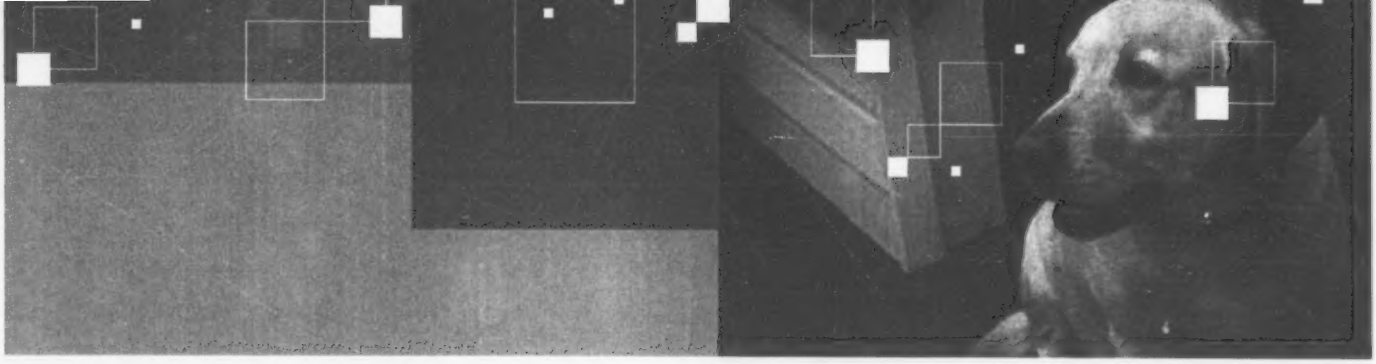
- Provide for the peace, order and good government of the municipal district.
- Regulate or control activities related to the use or enjoyment of, or work on, Council assets.
- Protect the health, safety and enjoyment of persons who:
  - Reside in or visit the municipal district; or
  - Use or work on Council assets.
- Protect community property and Council assets from damage and ensure that such property or Council asset is in a state fit for its intended or likely use.
- Regulate or control conditions or activities that are detrimental, or that may cause detriment, to the:
  - Amenity or environment of the municipal district;
  - Health and safety of any person; or
  - Safety of any property.
- Prevent annoying and unreasonable conditions or activities which interfere with, or may cause interference with, the reasonable use by, or enjoyment of, residents, or any other person, of roads or other facilities under the care and management of Council.
- Ensure that the keeping of animals or birds at any property within the municipal district is reasonable, and that places in which animals or birds are kept are maintained in a clean condition.
- Ensure that public health or nuisance problems do not occur due to unsatisfactory practices in caring and providing proper and clean facilities for animals or birds, which are kept at any property within the municipal district.
- Require the removal of animal faeces so that public health, nuisance or environmental problems are avoided.
- Regulate the collection and disposal of defined items of household refuse, recyclable goods and hard garbage, so that:
  - Public health and safety and nuisance problems are avoided;
  - Amenity of local areas is protected; and
  - Orderly collection arrangements are facilitated.
- Regulate storage of trade waste so that:
  - Public health and safety and nuisance problems are avoided; and
  - Amenity of local areas is protected.
- Regulate transportation of refuse, rubbish or waste matter, so that:
  - Public health and safety and nuisance problems are avoided; and
  - Amenity of local areas is protected.
- Regulate the use of Council's Recycling and Waste Transfer Station so that public health and safety and nuisance problems are avoided.
- Minimise potentially adverse environmental impacts of waste accumulation, collection or disposal.

Council's *Order No 2* – Animal Control establishes a series of standards in the management and control of dogs in public areas. The order recognises that dogs are an important part of our community and people of all ages enjoy walking and exercising their dogs in parks across the municipality.

The Order requires that all dogs being exercised in public areas must be on a lead or similar device of no more than 1.5 metres in length unless it is in a designated dog off-lead park.

There are currently 19 off-lead parks in Whitehorse where dog owners can responsibly exercise their animals without the requirement of keeping them on a lead. These areas are located in Blackburn, Blackburn South, Forest Hill, Nunawading, Burwood East, Box Hill, Mont Albert North, Box Hill North, Burwood, Mitcham, Surrey Hills and Vermont South. For further details visit Council's website at www.whitehorse.vic.gov.au

Within the off-lead parks there are certain areas such as picnic areas, playgrounds and organised sporting events that are also designated for use by other members of the community. Dog owners are required to keep their animals, when off lead, a minimum 50 metres from these areas.



DOMESTIC ANIMAL MANAGEMENT PLAN

The *Domestic Animal Management Plan (DAMP)* identified 16 key initiatives that build on the plan's key objectives with their implementation spread out over the three-year life of the plan.

In accordance with the *DAMP*, over the past twelve months a series of initiatives have been implemented including:

- Raising awareness of responsible pet ownership.
- Improved identification of pets.
- Promoting the benefits of pet ownership.
- Community safety.
- Socialisation of pets.
- Provision of assistance to disadvantaged residents to enable their continued enjoyment of pet ownership.

Some of the actions undertaken have incorporated:

- Seeking funding to assist Home and Community Care recipients to care for pets.
- Education program in schools, pre schools etc.
- Media promotion.
- Improved web page.
- Improved park patrols.

A number of key outcomes have been achieved in year one of the DAMP and are detailed as follows.

VOLUNTEER PET COMPANION PROGRAM

In February 2009, Whitehorse City Council commenced surveying Whitehorse residents to determine if a need existed within the community for a Volunteer Pet Companion Program. The aim of the program is to provide support to vulnerable community members including frail older people and people with disabilities who may require assistance in caring for their pet.

Surveys were mailed to 3500 residents identified from the animal registration database who were Home and Community Care recipients and met the criteria for the service.

A positive response was received (approximately 30%) in support of the initiative. From this, approximately 30% would like to receive the service immediately, with the remaining 60% wanting consideration in the future.

To administer the program, advertisements were placed in the local newspaper and online seeking expressions of interest from possible volunteers. In this regard, 120 people have registered their interest in volunteering for the program and the associated training.

To enable the program to proceed, funding submissions are being placed through State Government and local businesses to support the initiative for the next twelve months. Additional ongoing funding will be sought annually should the initial application be successful.

EDUCATION

A school education program is being developed to raise awareness of responsible pet ownership among young people. The program will involve officers visiting schools to inform students of responsible pet ownership along with a program of safety in school zones incorporating safe parking, school crossing use and vehicle speed.

Tools such as colouring competitions depicting relevant messages about responsible pet ownership have been developed together with a selection of appropriate material sourced from external organisations such as the Bureau of Animal Welfare. The program builds on the Department of Primary Industry's school program that raises awareness of animal ownership issues that Council funds through the pet registration levy.

MEDIA

Through a targeted media campaign, Council has increased the number of registered animals and reduced the percentage requiring follow-up for non compliance in 2009. The total registration numbers increased by 8% from 2007 to 2009, whilst the need to follow up decreased by 54%.

The media campaign involved regular articles on issues such as reminders of animal registration, care tips for looking after pets in hot weather and the health benefits of pet ownership.

ONLINE INFORMATION

Information on Council's website regarding responsible pet ownership has been improved to provide an increased level of information on responsible pet ownership and links to animal peak bodies and state government websites.

IMPROVED PARK PATROLS

To further promote responsible pet ownership, a program commenced to improve and increase the number of parkland patrols including after hours and weekends. Those on patrol took a more consistent and educational approach by speaking directly to park users and providing information on the 'do's and don'ts' as they relate to responsible pet ownership within the park areas. Patrol teams undertook their duties on bicycle to enable them better access in parks.

Memberships

Whitehorse City Council was a member of the following groups and organisations during 2008/09:

ORGANISATION	TOTAL (EX-GST)
Australian Human Resources Institute	$300
Australian Local Government Womens Association	$118
Australian Performing Arts Centre	$450
Community Child Care Association - FDC	$330
Community Business Centres Vic - Mainstreet	$227
Disability Professionals Vic Inc.	$141
Family Day Care Vic Inc.	$509
Early Childhood Australia Inc.	$309
Economic Development Assoc of Victoria	$1,273
International Society of Arboriculture	$720
Kindergarten Parents Victoria	$291
Local Government Managers Association	$782
Local Government Professionals	$4,568
Local Government Finance Professionals	$464
Municipal Association of Victoria	$48,314
Municipal Works Officers Association	$250
Museums Australia	$188
National Disability Services	$591
Parks and Leisure Australia	$401
Print Council of Australia	$336
Property Council of Australia	$4,491
Risk Management Institute of Australia	$295
Tax Ed (Financial)	$723
DX Mail	$4,402
Victorian Employers' Chamber of Commerce and Industry (VECCI)	$8,551
Victorian Association of Performing Arts Centres	$900
Victorian Aquatic Industry Council Inc.	$500
VicSport	$250
Volunteering Victoria Inc. (Council)	$91
Waste Management Association of Australia	$582

Community Grants

DISCOUNT SUPPORT

Whitehorse City Council provided discounted support to the following groups throughout the year:

Aglow Australia - Melbourne
Alkira Centre
Anglicare Victoria
Arts Nunawading Inc.
Australian Children's Choir
Australian Rhododendron Society - Victorian Branch
Australian Woodturning Exhibition
Babirra Music Theatre Inc.
Balwyn/Box Hill Group Aust Breastfeeding Association
Ben Lion Opportunity Shop
Better Hearing Australia (Vic) Inc.
Blackburn South Tennis Club
Bor Community Association of Australia
Box Hill AA Group
Box Hill Art Group
Box Hill Ballet Association Inc.
Box Hill Chinese Senior Citizens Club
Box Hill Choral Society Inc.
Box Hill Citizens Advice Bureau
Box Hill City Band
Box Hill Clayworkers
Box Hill Community Gardens Inc.
Box Hill Cricket Club Inc.
Box Hill Hand Spinners and Weavers
Box Hill Hawks Football Club
Box Hill Historical Society Inc.
Box Hill Horticultural Society and Floral Art Group
Box Hill Hospital Volunteer Services (auspiced by Box Hill Hospital)
Box Hill Life Drawing
Box Hill Russian Senior Citizens
Box Hill Seniors Tai Chi
Box Hill Tafe Centre for Vocational Access and Education
Brotherhood Karyas Olympou
Cake Decorators Association of Victoria
Cancer Voices Victoria
Cara Inc.
Ceramics Victoria
Cerebal Palsy Education Centre
Chinese Cancer Society of Victoria Inc.
Chinese Community Social Services Centre
Chinese Health Foundation
Choral Instutute Melbourne (CHIME) Inc.
Christian City Care
Circolo Pensionati Italiani – Nunawading
Citizens Advocacy Inner East
City of Whitehorse Band
Civil Celebrants Graduate Association Inc.
Combined Probus Club of Whitehorse Inc.
Combined Rotary Clubs of Whitehorse
Communities Council on Ethnic Issues Inc.
Compass Care
Contemporary Women Painters
Cypriot Community Eastern Suburbs Elderly Citizens
Designer Art Shop Association Inc.
East Burwood Football Club
East Burwood Primary School
Eastern and Mountain District Radio Club
Eastern Districts Aquarium Society Inc.
Eastern Emergency Relief Network Inc.
Eastern Health Child and Adolescent Mental Health Services
Eastern Suburbs Scale Modelling Club Inc.
Elderly Citizens of the Greek Community of Forest Hill
Emmaus College
Family Access Network Inc.
Federation of Chinese Associations Senior Citizens Club
Floral Art Society of Victoria
Forest Hill Ladies Probus Club Inc.
Greek and Cypriots Eldery Citizen's Club of Whitehorse and District
Greek Elderly Citizens Club of Nunawading
Greek Language School Mathesi Assoc.
Hand Tool Preservation Assocation of Aust. Inc.
Heatherdale Pre-School
Heritage Roses in Australia Inc.
Hovercraft Club of Victoria
Independent Senior Citizens Club of Nunawading
Kerrimuir Primary School
Kindergarten Parents Victoria
Knitting for the Needy
Koonung Cottage Community House Inc.
Laburnum Primary School Parents Group

Ladies Probus Club of Nunawading Inc.
Ladies Probus Club Vermont South Inc.
Linc Whitehorse Inc.
Lions Club of Box Hill
Lions Club of Mitcham
Lions Den Opportunity Shop
Livingstone Primary School Parents' Association
Louise Multicultural Community Centre
Maroondah Singers Inc.
Marquetry Society of Victoria Inc.
Melbourne Ai-Yue Melbourne Choir Inc.
Melbourne Audio Club
Melbourne Childrens Chinese Choir Inc.
Melbourne Chinese Choir
Melbourne Numismatic Society Inc.
Melbourne Push Hands Club
Melbourne Scottish Fiddle Club
Melbourne Taiwan Ladies Association
Metlink Melbourne
Morris Register of Victoria Inc.
Needlework and Tapestry Guild of Victoria Inc.
Nova Music Theatre Inc.
Nunawading City Football Club
Nunawading Community Gardens
Nunawading Hungarian Senior Citizens Club Inc.
Nunawading Pipe Band
Nunawading Swimming Club
Orana Opportunity Shop
Orchid Species Society of Victoria
Papermakers of Victoria Inc.
Parkside Pre-school Inc.
Phoenix Theatre Company Inc.
Probus Association of Victoria
Probus Club of Blackburn South
Probus Club of Forest Hill
Probus Club of Mitcham
Probus Club of Mitcham Orchards
Probus Club of Nunawading
Red Cross - Blackburn Unit
Roberts McCubbin Primary School
Rotary Club of Box Hill – Art Show
Rotary Club of Mitcham – Rotary Clothes Line Op Shop
Royal Horticultural Society of Victoria Bulb Group
Royal Society for the Prevention of Cruelty to Animals
Salvation Army – Box Hill Corps
Sids and Kids Victoria
St Andrew's Greek Orthodox Elderly Citizens Club
St James Kindergarten
St Peters Anglican Kindergarten Box Hill
Surrey Hills Primary School Parent's Fundraising Committee
Surrey Park Junior Football Club Inc.
Taiwanese Womens Dancing Club
Taralye
The Boite (Vic) Inc.
U3A Nunawading Inc.
Vermont Cancer Research Group
Vermont Floral Art Group
Vermont Garden Club Inc.
Vermont Primary School
Vermont South Community House
Warekila Pre-School
Whitehorse Bicycle Advisory Committee
Whitehorse Boroondara Community Radio
Whitehorse Community Health
Whitehorse Cyclists
Whitehorse Film Society
Whitehorse Orchestra Inc.
Whitehorse Showtime
Whitehorse Toastmasters Club Inc.
Whitehorse/Box Hill National Seniors Association
Yooralla

CASH GRANTS AND DONATIONS

The following community groups and individuals received a grant from Council during the year:

ORGANISATION	GRANT OR DONATION
Alkira Centre	$3,000
Asian Business Association of Whitehorse	$20,000
Australian Quilters Association	$350
Babs - Birthing and Babies Support Group Box Hill	$2,200
Bennettswood Neighbourhood House	$21,400
Benwerrin Preschool Association	$1,000
Bor African Community	$735
Box Hill Citizens Advice Bureau	$8,000
Box Hill City Band Inc.	$2,200
Box Hill District Guides	$1,500
Box Hill Greek Elderly Citizens Club	$500
Box Hill Historical Society Inc.	$990
Box Hill Hospital Cancer Support Group	$500

ORGANISATION	GRANT OR DONATION
Box Hill Italian Senior Citizens Club Inc.	$500
Box Hill South Neighbourhood House	$21,400
Brenda House Inc.	$2,000
Buckanbe Park Advisory Committee	$2,500
Burwood Neighbourhood House	$21,400
Cambodian Community Welfare Centre Inc.	$2,000
Cantorian Cymreig Victoria Welsh Choir	$500
Chinese Health Foundation of Australia	$5,000
Circolo Anziani of Whitehorse Club Ltd	$1,000
Circolo Pensionati Italiani – Nunawading	$1,000
Citizens Advocacy Inner East	$600
Citizens of Whitehorse Community Chest Inc.	$11,000
Clota Cottage Neighbourhood House	$21,400
Communities Council on Ethnic Issues Inc.	$2,000
Cypriot Community Eastern Suburbs Elderly Citizens	$1,000
East Burwood Centre Inc.	$73,950
East Victorian Highland Dancing Association	$500
Eastern Access Community Health	$40,700
Eastern Community Legal Centre Inc.	$10,500
Eastern Emergency Relief Network Inc.	$6,000
Eastern Health - Koonung Clinic	$8,500
Eastern Polio Support Group Inc.	$750
Eastern Primary Schools Football League	$4,500
Eastern Recreation and Leisure Services Inc.	$9,000
Eastern Volunteer Resource Centre Inc.	$11,000
Eley Park Community Association	$33,400
Family Access Network Inc.	$27,700
Greek and Cypriots Eldery Citizen's Club of Whitehorse and District	$1,000
Greek Elderly Citizens Club of Nunawading	$1,000
Greek Orthodox Community of Box Hill and District Elderly Citicens Club	$1,000
Harrison Community Services	$3,000
Immune Deficiency Foundation Christmas Party	$200
Independent Senior Citizens Club of Nunawading	$1,000
Jasmine Dance Group	$750
Kerrimuir Neighbourhood House	$21,400
Kiwanis Club of Whitehorse Inc.	$3,000
Koonung Cottage Community House Inc.	$21,400

ORGANISATION	GRANT OR DONATION
Lao Australian Welfare Association	$1,000
Life Activities Club Whitehorse Inc.	$1,000
Lions Club of Forest Hill Inc.	$200
Lions Club of South Vermont Inc.	$1,750
Louise Multicultural Community Centre	$19,000
Mang-Non Vietnamese Language School Association Inc.	$500
Maroondah Singers Inc.	$900
ME/Chronic Fatigue Syndrome Society of Victoria	$1,500
Melbourne Ai-Yue Melbourne Choir Inc.	$550
Migrant Information Centre	$5,000
Mitcham Community House Family Violence Program	$11,500
Mitcham Community House Inc.	$27,000
Mitcham Legacy Widows Club	$600
Mt Pleasant Uniting Church Elderly Day Care Centre	$400
Mulgrave-Monash Self Help Group Inc.	$100
Mullum Mullum Festival Inc.	$2,500
Neighbourhood Watch Area WHS038	$300
Nieuw Holland Social Club Inc.	$500
Nunawading Hungarian Senior Citizens Club Inc.	$1,000
Nunawading Pipe Band Inc.	$3,200
Parkside Pre-school Inc.	$450
Pee Wees Fund Raising Group	$200
Probus Club of Blackburn Central Inc.	$500
Reach Out for Kids	$143,300
Roberts McCubbin Primary School	$100
Rotary Club Preston Circus Quirkus Children's Party	$300
Royal Humane Society of Australia	$200
Sporting Donations – Individuals	$2,400
St Augustines Anglican Kindergarten Inc.	$500
St Francis Xavier Autumn Friendship Club	$250
St Francis Xavier Playgroup	$300
St Peters Anglican Kindergarten Box Hill	$600
St Vincent de Paul Society Inc. Vic Mitcham Conference	$600
Strathdon Community	$600
Taralye	$993
The Avenue Neighbourhood House Inc.	$27,000
U3A Nunawading Inc.	$1,000
UnitingCare Community Options	$9,000
Variety Club Christmas Party	$500
Vermont District Girl Guides	$600
Vermont South Community House	$27,000
Vermont South Community House Toy Library	$1,000
Victorian Hua Xin Chinese Womens Association	$1,000
Victorian Multi-Ethnic Slavic Welfare Association Inc.	$750
Wesley Do Care Eastern	$500
Whitehorse Community Health	$900
Whitehorse Community Indigenous Plant Project	$1,000
Whitehorse Film Society	$1,000
Whitehorse Friends for Reconciliation Inc.	$2,600
Whitehorse Historical Society	$1,000
Whitehorse Integrated Holiday Program Inc.	$17,400
Whitehorse Older Persons' Action Group Inc.	$1,000
Whitehorse Orchestra Inc.	$2,000
Whitehorse Pre-School Association	$24,800
Whitehorse Showtime	$1,000
Whitehorse Toastmasters Club Inc.	$500
Yooralla Society	$2,000
	$789,268

SECTION FIVE

Financial Report

Contents

WHITEHORSE CITY COUNCIL FINANCIAL REPORT FOR THE YEAR ENDED 30TH JUNE 2009

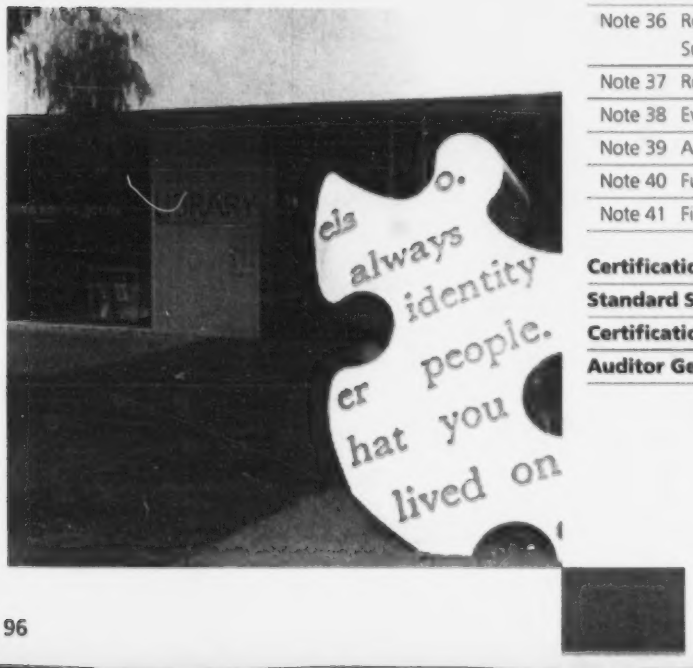
Understanding Our Financial Report		97

FINANCIAL STATEMENTS

Income Statement		99
Balance Sheet		100
Statement of Changes in Equity		101
Cash Flow Statement		102

NOTES TO FINANCIAL STATEMENTS

Introduction		103
Note 1	Significant Accounting Policies	103
Note 2	Rates	109
Note 3	Grants and Subsidies	110
Note 4	User Charges	111
Note 5	Contributions	111
Note 6	Interest	111
Note 7	Other Revenue	111
Note 8	Employee Costs	111
Note 9	Materials and Contracts	111
Note 10	Depreciation	112
Note 11	Finance Costs	112
Note 12	Other Expenses	112
Note 13	Net Gain/(Loss) on Disposal of Property, Infrastructure, Plant and Equipment	112
Note 14	Developers Contributions	113
Note 15	Investment in Associates	113
Note 16	Current Assets – Cash and Cash Equivalents	113
Note 17	Current Assets – Receivables	114
Note 18	Current Assets – Assets Held for Sale	114
Note 19	Current Assets – Other	114
Note 20	Non-Current Assets – Receivables	115
Note 21	Non-Current Assets – Investment in Associates	115
Note 22	Non-Current Assets – Property, Infrastructure, Plant and Equipment	117
Note 23	Current Liabilities – Payables	123
Note 24	Current Liabilities – Employee Benefits	123
Note 25	Non-Current Liabilities – Employee Benefits	123
Note 26	Non-Current Liabilities Interest-Bearing Loans and Borrowings	124
Note 27	Reserves and Accumulated Surplus	124
Note 28	Reconciliation of Operating Result with Net Cash Provided by Operating Activities	127
Note 29	Financing Arrangements	127
Note 30	Restricted Assets	127
Note 31	Related Party Transactions	127
Note 32	Contingent Liabilities	129
Note 33	Commitments for Expenditure	130
Note 34	Employee Benefits	131
Note 35	Financial Instruments	133
Note 36	Reconciliation Between Rate Determination Surplus and Operating Surplus/(Deficit)	139
Note 37	Remuneration of Auditors	139
Note 38	Events Occuring After Balance Date	139
Note 39	Aged Residential Care	140
Note 40	Functions / Activities Of the Municipality	142
Note 41	Financial Ratios	144
Certification of the Financial Report		146
Standard Statements		147
Certification of the Standard Statements		152
Auditor General's Independant Audit Report		153



Understanding Our Financial Report

The Financial Report is one of Council's key reports to the community. It shows how Council performed financially during the 2008-09 financial year and the overall position at the end of the financial year (30 June 2009).

Council's Financial Report is presented in accordance with the Australian Equivalents to International Financial Reporting Standards, and therefore particular terms required by the Standards may not be familiar to some readers. Additionally, as Council is a 'not for profit' organisation, some of the generally recognised terms used in private sector company reports are not appropriate to Council's reports.

Council is committed to accountability, and it is in this context that this simple guide has been developed to assist readers understand and analyse the financial report.

WHAT IS CONTAINED IN THE ANNUAL FINANCIAL REPORT?

Council's financial report has two main sections: the Report and the Notes. There are four Statements and 41 Notes. These are prepared by Council staff, examined by Council's Audit Committee, Council and then audited by the Victorian Auditor-General.

The four Statements included in the first few pages of the report are the:

- Income Statement
- Balance Sheet
- Statement of Changes in Equity
- Cash Flow Statement

Notes to these Statements explain Council's accounting policies and how values contained in these Statements were calculated.

INCOME STATEMENT

The Income Statement shows:

- Sources of Council's Revenue under various income headings.
- Expenses incurred in running the Council during the year.

These expenses relate only to the 'Operations' and do not include the cost associated with the purchase or building of assets. While asset purchase costs are not included in the Expenses there is an item for 'Depreciation'. This value is the value of the assets consumed during the year. The key figure to look at is the Surplus/(Deficit) for the year which is the equivalent to the Profit/(Loss) of Council for the year. A positive result means that the revenues were greater than expenses.

BALANCE SHEET

This is the most important of the financial statements. This one page summary is a snapshot of Council's financial situation as at 30 June 2009. It shows what the Council owns as assets and what it owes as liabilities. The bottom line of this Statement is Net Assets. This is the net worth of Council, which has been built up over many years. The assets and liabilities are separated into current and non-current. Current means those assets or liabilities, which will fall due in the next 12 months. The components of the Balance Sheet are described below.

CURRENT AND NON-CURRENT ASSETS

- Cash Assets include cash and investments that is, cash held in the bank and in petty cash, and the market value of Council's investments.
- Receivables are monies owed to Council by ratepayers and other service users.
- Accrued Income represents revenue due to Council, which had not been received.
- Prepayments reflect accounts which have been prepaid.
- Inventories represent Council's stock of merchandise and fuels.
- Investments in Associates represent the value of Council's ownership and investment in the Whitehorse-Manningham Regional Library Corporation, Regional Landfill Clayton South and Narre Warren User Group.
- Property, Infrastructure, Plant and Equipment is the largest component of Council's worth and represents the value of all the land, buildings, roads, vehicles, equipment, etc. which has been built up by Council over many years.

CURRENT AND NON-CURRENT LIABILITIES

- Payables are monies owed to creditors by Council as at 30 June 2009.
- Trust Funds represent monies held in Trust by Council.
- Income in Advance represents revenue received by Council, which relates to future periods, eg. prepaid leisure centre fees.
- Employee Benefits is the accounting term for accrued annual leave and long service leave entitlements.
- Interest-Bearing Liabilities represent the loan borrowings held by Council.

NET ASSETS

This term is used to describe the difference between the value of Total Assets and the value of Total Liabilities.

It represents the net worth of Council as at 30 June 2009. The Net Assets of Council is also synonymous with the total Equity of Council.

EQUITY

This is the term used to describe the components of Net Assets. These components are:

- Accumulated Surplus – the value of all net assets accumulated over time.
- Asset Revaluation Reserve – the difference between the previously recorded value of assets and their current valuations.
- Other Reserves – allocations of the accumulated surplus for specific purposes.

STATEMENT OF CHANGES IN EQUITY

During the course of the year the value of total equity as set out in the Balance Sheet changes.

This statement shows the values of such changes and how these changes arose. The main reasons for a change in equity stem from:

- 'Profit/(Loss)' from operations, described in the statement as result for the year.
- Revaluation of the assets – this takes place every two years in accordance with Council policy. It also occurs when existing assets are 'taken up' in Council's financial records for the first time.
- Transfer of monies to or from Council's reserves.

CASH FLOW STATEMENT

The Cash Flow Statement summarises Council's cash payments and cash receipts for the year. This Statement is presented according to a very specific Accounting Standard and requires careful analysis.

The values may differ from those shown in the Income Statement because the Income Statement is prepared on an accrual accounting basis. Cash in this Statement refers to bank deposits and other forms of highly liquid investments that can readily be converted to cash, such as cash invested with Fund Managers.

Council's cash arises from, and is used in, three main areas:

Cash Flows from Operating Activities:

- Receipts: All cash received into Council's bank account from ratepayers and others who owed money to Council. Receipts also include the interest earnings from Council's cash investments. It does not include the proceeds associated with the sale of assets.
- Payments: All cash paid by Council from its bank account to staff, creditors and other persons. It does not include the payments associated with the creation of assets.

Cash Flows from Investing Activities:

The accounting term Investing Activities relates to assets such as new capital plant and other long term revenue-producing assets. This part of the statement includes all payments associated with the creation of assets and proceeds associated with the sale of assets.

Cash Flows from Financing Activities:

This part of the Statement is where the receipt and repayment of borrowed funds are recorded. The bottom line of the Cash Flow Statement is the Cash at End of Financial Year. This shows the capacity of Council to meet its debts and other liabilities.

NOTES TO THE FINANCIAL REPORT

The Notes are a very important and informative section of the report. The Australian Accounting Standards are not prescriptive in relation to much detail. Therefore, to enable the reader to understand the basis on which the values shown in the Statements are established, it is necessary to provide an explanation of Council's accounting policies. These are described in Note 1.

Apart from the accounting policies, the Notes also give details behind many of the summary figures contained in the Statements.

The Note numbers are shown beside the relevant items in the Income Statement, Balance Sheet and the Cash Flow Statement. Where Council wishes to disclose other information, which cannot be incorporated into the Statements, this is shown in the Notes. The Notes include the cost of the various functions of Council, the break down of expenses, revenues, reserves and other assets, transactions with persons related to Council and financial ratios (performance indicators).

The Notes should be read at the same time as, and together with, the other parts of the Financial Report to get a clear picture of Council's financial performance and position.

STATEMENTS BY PRINCIPAL ACCOUNTING OFFICER AND COUNCILLORS

The Certification by the Principal Accounting Officer is made by the person responsible for the preparation of the financial report. It certifies that in their opinion, the report has met all the statutory and professional reporting requirements.

The Certification of Councillors is made by two Councillors on behalf of Council that, in their opinion, the financial report is presented fairly and is not misleading or inaccurate.

AUDITOR GENERAL'S REPORT

The Auditor-General's Report is the external and independent opinion on the Financial Report. It provides the reader with a totally independent opinion on the financial report and the information it contains. The opinion covers both the statutory and professional requirements and also the fairness aspects of the financial report.

INCOME STATEMENT
FOR THE YEAR ENDED 30TH JUNE 2009

	Note	2009 $'000	2008 $'000
REVENUE			
Rates and Charges	1(c),2	63,725	59,792
Grants and Subsidies	1(c),3	19,997	21,395
User Charges	1(c),4	33,120	31,853
Contributions	1(c),5	575	766
Interest	6	4,059	3,773
Other Revenue	7	1,317	935
Total Revenue		**122,793**	**118,514**
EXPENSES			
Employee Costs	8	47,747	48,818
Materials and Contracts	9	41,130	40,437
Depreciation	10	20,770	21,368
Finance Costs	11	100	-
Other Expenses	12	6,840	6,749
Total Expenses		**116,587**	**117,372**
Total Revenue less Total Expenses		6,206	1,142
Net gain on sales of Property, Infrastructure, Plant and Equipment	13	(124)	(119)
Developers Contributions	14	293	467
Share of net Profits/(Losses) of associates accounted for by equity method	1(k), 15, 21	(90)	(124)
Surplus/(Deficit) for the Year		**6,285**	**1,366**

The above income statement should be read with the accompanying notes.

BALANCE SHEET
AS AT 30 JUNE 2009

	Note	2009 $'000	2008 $'000
ASSETS			
Current Assets			
Cash and Cash Equivalents	16	73,808	62,757
Receivables	17	6,544	7,398
Assets Held for Sale	18	-	16,748
Other	19	1,235	722
Total Current Assets		**81,587**	**87,625**
Non-Current Assets			
Receivables	20	358	442
Investments in Associates	21	8,197	8,287
Property, Infrastructure, Plant and Equipment	22	1,591,435	1,586,354
Total Non-Current Assets		**1,599,990**	**1,595,083**
Total Assets		**1,681,577**	**1,682,708**
LIABILITIES			
Current Liabilities			
Payables	23	16,941	23,569
Employee Benefits	24	8,399	9,078
Interest Bearing Loans and Borrowings	26	217	199
Total Current Liabilities		**25,557**	**32,846**
Non-Current Liabilities			
Interest Bearing Loans and Borrowings	26	2,584	2,801
Employee Benefits	25	1,174	1,084
Total Non-Current Liabilities		**3,758**	**3,885**
Total Liabilities		**29,315**	**36,731**
Net Assets		**1,652,262**	**1,645,977**
Represented By			
Accumulated Surplus	27(a)	642,632	654,006
Asset Revaluation Reserve	27(b)	961,832	961,832
Other Reserves	27(c)	47,798	30,139
Total Equity		**1,652,262**	**1,645,977**

The above balance sheet should be read with the accompanying notes.

STATEMENT OF CHANGES IN EQUITY
FOR THE PERIOD ENDED 30 JUNE 2009

	Note	Total 2009 $'000	Total 2008 $'000	Accumulated Surplus 2009 $'000	Accumulated Surplus 2008 $'000	Asset Revaluation Reserve 2009 $'000	Asset Revaluation Reserve 2008 $'000	Other Reserves 2009 $'000	Other Reserves 2008 $'000
Balance at beginning of the financial year		1,645,977	1,627,084	654,006	648,016	961,832	944,305	30,139	34,763
Result for the year	27(a)	6,285	1,366	6,285	1,366	-	-	-	-
Net asset revaluation increment(decrement)	27(b)	-	17,527	-	-	-	17,527	-	-
Transfers to other reserves	27(a)	(19,231)	(6,498)	(18,445)	(937)	-	-	(786)	(5,561)
Transfers from other reserves	27(a)	19,231	6,498	786	5,561	-	-	18,445	937
Balance at end of the financial year		**1,652,262**	**1,645,977**	**642,632**	**654,006**	**961,832**	**961,832**	**47,798**	**30,139**

The above statement of changes in equity should be read with the accompanying notes.

CASH FLOW STATEMENT
FOR THE YEAR ENDED 30 JUNE 2009

	Note	2009 Inflows (Outflows) $'000	2008 Inflows (Outflows) $'000
CASH FLOWS FROM OPERATING ACTIVITIES			
Payments			
Employee costs		(48,772)	(48,016)
Materials and contracts (inclusive of GST)		(46,403)	(41,109)
Other expenses (inclusive of GST)		(7,524)	(7,404)
Receipts			
Rates and charges		63,470	59,732
Grants and subsidies (inclusive of GST)		20,047	23,278
User charges (inclusive of GST)		35,693	32,632
Interest		4,059	3,773
Other revenue (inclusive of GST)		1,360	978
Net GST Refund/(Payment)		5,195	3,988
Net cash provided by (used in) operating activities	**28**	**27,125**	**27,852**
CASH FLOWS FROM INVESTING ACTIVITIES			
Proceeds from:			
Repayment of loans and advances		6	6
Sale of property, plant and equipment (inclusive of GST)		19,223	1,200
Payments for:			
Refund of hostel deposits		(5,258)	-
Property, plant and equipment (inclusive of GST)		(29,599)	(28,077)
Net cash (used in) investing activities		**(15,628)**	**(26,871)**
CASH FLOWS FROM FINANCING ACTIVITIES			
Proceeds from borrowings		-	3,000
Finance costs		(247)	-
Repayment of bank loans and advances		(199)	-
Net cash provided by (used) financing activities		**(446)**	**3,000**
Net Increase/(Decrease) in cash held		11,051	3,981
Cash at beginning of the financial year		62,757	58,776
Cash at end of the financial year	**16**	**73,808**	**62,757**
Financing arrangements	29		
Restrictions on cash assets	30		

The above cash flow statement should be read with the accompanying notes.

NOTES TO THE FINANCIAL REPORT FOR THE YEAR ENDED 30TH JUNE 2009

INTRODUCTION

This financial report is a general purpose financial report that consists of an Income Statement, Balance Sheet, Statement of Changes in Equity, Cash Flow Statement, and notes accompanying these financial statements.
The general purpose financial report complies with Australian Accounting Standards, other authoritative pronouncements of the Australian Accounting Standards Board, the *Local Government Act 1989*, and the *Local Government (Finance and Reporting) Regulations 2004*.

NOTE 1 SIGNIFICANT ACCOUNTING POLICIES

(a) Basis of Accounting

This financial report has been prepared on an accrual and going concern basis. The financial report has also been prepared under the historical cost convention except where specifically stated in Notes 1(g), 1(i), and 1(k).

Unless otherwise stated, all accounting policies are consistent with those applied in the prior year. Where appropriate, comparative figures have been amended to accord with current presentation, and disclosure has been made of any material changes to comparatives.

All entities and funds through which Council controls resources to carry on its functions have been included in the financial report. In the process of reporting on Council as a single entity, all transactions and balances between the funds have been eliminated. In addition, all intra-entity transactions have been eliminated.

(b) Change in Accounting Policies

Land under roads acquired after 30 June 2008 is brought to account using the fair value basis. Council does not recognise land under roads that is controlled prior to that period in its financial report (see Note 1(g)).

(c) Revenue Recognition

Rates, grants and contributions

Rates, grants and contributions (including developer contributions) are recognised as revenues when the Council obtains control over the assets comprising these receipts.

Control over assets acquired from rates is obtained at the commencement of the rating year as it is an enforceable debt linked to the rateable property or, where earlier, upon receipt of the rates. A provision for doubtful debts on rates has not been established as unpaid rates represent a charge against the rateable property that will be recovered when the property is next sold.

Control over granted assets is normally obtained upon their receipt (or acquittal) or upon earlier notification that a grant has been secured, and are valued at their fair value at the date of transfer.

Income is recognised when Council obtains control of the contribution or the right to receive the contribution, it is probable that the economic benefits comprising the contribution will flow to the Council and the amount of the contribution can be measured reliably.

Where grants or contributions recognised as revenues during the financial year were obtained on condition that they be expended in a particular manner or used over a particular period and those conditions were undischarged at balance date, the unused grant or contribution is disclosed in Note 3. The note also discloses the amount of unused grant or contribution from prior years that was expended on Council's operations during the current year.

A liability is recognised in respect of revenue that is reciprocal in nature to the extent that the requisite service has not been provided at balance date.

User Charges, Fees and Fines

User charges, fees and fines (including parking fees and fines) are recognised as revenue when the service has been provided, the payment is received, or when the penalty has been applied, whichever first occurs.

A provision for doubtful debts is recognised when collection in full is no longer probable.

Sale of Property, Infrastructure, Plant and Equipment

The profit or loss on sale of an asset is determined when control of the asset has irrevocably passed to the buyer.

Interest and Rents

Interest and rents are recognised as revenue when the payment is due, the value of the payment is notified, or the payment is received, whichever first occurs.

CASH FLOW STATEMENT
FOR THE YEAR ENDED 30 JUNE 2009

	Note	2009 Inflows (Outflows) $'000	2008 Inflows (Outflows) $'000
CASH FLOWS FROM OPERATING ACTIVITIES			
Payments			
Employee costs		(48,772)	(48,016)
Materials and contracts (inclusive of GST)		(46,403)	(41,109)
Other expenses (inclusive of GST)		(7,524)	(7,404)
Receipts			
Rates and charges		63,470	59,732
Grants and subsidies (inclusive of GST)		20,047	23,278
User charges (inclusive of GST)		35,693	32,632
Interest		4,059	3,773
Other revenue (inclusive of GST)		1,360	978
Net GST Refund/(Payment)		5,195	3,988
Net cash provided by (used in) operating activities	**28**	**27,125**	**27,852**
CASH FLOWS FROM INVESTING ACTIVITIES			
Proceeds from:			
Repayment of loans and advances		6	6
Sale of property, plant and equipment (inclusive of GST)		19,223	1,200
Payments for:			
Refund of hostel deposits		(5,258)	-
Property, plant and equipment (inclusive of GST)		(29,599)	(28,077)
Net cash (used in) investing activities		**(15,628)**	**(26,871)**
CASH FLOWS FROM FINANCING ACTIVITIES			
Proceeds from borrowings		-	3,000
Finance costs		(247)	-
Repayment of bank loans and advances		(199)	-
Net cash provided by (used) financing activities		**(446)**	**3,000**
Net Increase/(Decrease) in cash held		11,051	3,981
Cash at beginning of the financial year		62,757	58,776
Cash at end of the financial year	**16**	**73,808**	**62,757**
Financing arrangements	29		
Restrictions on cash assets	30		

The above cash flow statement should be read with the accompanying notes.

NOTES TO THE FINANCIAL REPORT FOR THE YEAR ENDED 30TH JUNE 2009

INTRODUCTION

This financial report is a general purpose financial report that consists of an Income Statement, Balance Sheet, Statement of Changes in Equity, Cash Flow Statement, and notes accompanying these financial statements.
The general purpose financial report complies with Australian Accounting Standards, other authoritative pronouncements of the Australian Accounting Standards Board, the *Local Government Act 1989*, and the *Local Government (Finance and Reporting) Regulations 2004*.

NOTE 1 SIGNIFICANT ACCOUNTING POLICIES

(a) Basis of Accounting

This financial report has been prepared on an accrual and going concern basis. The financial report has also been prepared under the historical cost convention except where specifically stated in Notes 1(g), 1(i), and 1(k).

Unless otherwise stated, all accounting policies are consistent with those applied in the prior year. Where appropriate, comparative figures have been amended to accord with current presentation, and disclosure has been made of any material changes to comparatives.

All entities and funds through which Council controls resources to carry on its functions have been included in the financial report. In the process of reporting on Council as a single entity, all transactions and balances between the funds have been eliminated. In addition, all intra-entity transactions have been eliminated.

(b) Change in Accounting Policies

Land under roads acquired after 30 June 2008 is brought to account using the fair value basis. Council does not recognise land under roads that is controlled prior to that period in its financial report (see Note 1(g)).

(c) Revenue Recognition

Rates, grants and contributions

Rates, grants and contributions (including developer contributions) are recognised as revenues when the Council obtains control over the assets comprising these receipts.

Control over assets acquired from rates is obtained at the commencement of the rating year as it is an enforceable debt linked to the rateable property or, where earlier, upon receipt of the rates. A provision for doubtful debts on rates has not been established as unpaid rates represent a charge against the rateable property that will be recovered when the property is next sold.

Control over granted assets is normally obtained upon their receipt (or acquittal) or upon earlier notification that a grant has been secured, and are valued at their fair value at the date of transfer.

Income is recognised when Council obtains control of the contribution or the right to receive the contribution, it is probable that the economic benefits comprising the contribution will flow to the Council and the amount of the contribution can be measured reliably.

Where grants or contributions recognised as revenues during the financial year were obtained on condition that they be expended in a particular manner or used over a particular period and those conditions were undischarged at balance date, the unused grant or contribution is disclosed in Note 3. The note also discloses the amount of unused grant or contribution from prior years that was expended on Council's operations during the current year.

A liability is recognised in respect of revenue that is reciprocal in nature to the extent that the requisite service has not been provided at balance date.

User Charges, Fees and Fines

User charges, fees and fines (including parking fees and fines) are recognised as revenue when the service has been provided, the payment is received, or when the penalty has been applied, whichever first occurs.

A provision for doubtful debts is recognised when collection in full is no longer probable.

Sale of Property, Infrastructure, Plant and Equipment

The profit or loss on sale of an asset is determined when control of the asset has irrevocably passed to the buyer.

Interest and Rents

Interest and rents are recognised as revenue when the payment is due, the value of the payment is notified, or the payment is received, whichever first occurs.

NOTES TO THE FINANCIAL REPORT FOR THE YEAR ENDED 30TH JUNE 2009

NOTE 1 SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

(d) Depreciation and Amortisation of Non-Current Assets

Buildings, land improvements, plant and equipment, infrastructure, heritage assets, and other assets having limited useful lives are systematically depreciated over their useful lives to the Council in a manner which reflects consumption of the service potential embodied in those assets. Estimates of remaining useful lives and residual values are made on a regular basis with major asset classes reassessed annually. Depreciation rates and methods are reviewed annually.

Land has been recognised as non-depreciable assets. Non-depreciable assets are recorded in the asset classes of Land, Land Improvements and Art Collection.

As part of Council's revaluation program an assessment of useful lives was undertaken and the useful life for drainage pits and pipes have been extended. The adjusted lives were applied from 1 July 2008. The changes to useful lives are included in the table below. A review of useful lives of the footpaths, kerb and channel, road base and road seals were undertaken which resulted in an extention. The changes will take effect from 1 July 2009. The estimated impact on depreciation expenses for 2007/08 and 2008/09 is summarised below:

CHANGE IN USEFUL LIVES ESTIMATES	2007/08 Yrs	2008/09 Yrs	2009/10 Yrs	Increase Yrs
Footpaths	-	85	90	5
Kerb and Channel	-	86	100	14
Road Base	-	112	150	38
Road Seals	-	24	27	3
Drainage-Pits	75	100	-	25
Drainage-Pipes	80	100	-	20

CHANGE IN ACCOUNTING ESTIMATES	2007/08 $000	2008/09 $000	2009/10 $000	Estimated Annual Increase/ (Decrease) In Depreciation Expense $'000
Footpaths	-	992	962	(30)
Kerb and Channel	-	965	832	(133)
Road Base	-	1,120	851	(269)
Road Seals	-	4,208	3,775	(433)
Drainage	2,071	1,666	-	(405)
Total	**2,071**	**8,951**	**6,420**	**(1,270)**

The range of depreciation rates used for each class of asset are as follows:

CLASS	Rate	Years
Plan	5.00%-50.00%	2 - 20 years
Buildings	1.00%-3.00%	33 - 100 years
Furniture and Equipment	5.00%-35.00%	3 - 20 years
Roads	0.89%-10.00%	10 - 112 years
Drainage	1.00%-2.00%	50 - 100 years
Land Improvements	0.00%-20.00%	0 - 5 years
Other Structures	2.00%-50.00%	2 - 50 years
Art Collection	0.00%-1.00%	0 - 100 years

NOTES TO THE FINANCIAL REPORT FOR THE YEAR ENDED 30TH JUNE 2009

NOTE 1 SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

(e) Repairs and Maintenance

Routine maintenance, repair costs, and minor renewal costs are expensed as incurred. Where the repair relates to the replacement of a component of an asset and the cost exceeds the capitalisation threshold the cost is capitalised and depreciated. The carrying value of the replaced asset is expensed.

(f) Finance Costs

Finance costs are recognised as an expense in the period in which they are incurred, except where they are capitalised as part of a qualifying asset constructed by Council. Except where specific borrowings are obtained for the purpose of specific asset acquisition, the weighted average interest rate applicable to borrowings at balance date, excluding borrowings associated with superannuation, is used to determine the borrowing costs to be capitalised. Finance costs include interest on bank overdrafts, interest on borrowings, and finance lease charges.

(g) Recognition and Measurement of Assets

Acquisitions

The purchase method of accounting is used for all acquisitions of assets, being the fair value of assets provided as consideration at the date of acquisition plus any incidental costs attributable to the acquisition. Fair value is the amount for which the asset could be exchanged between knowledgeable willing parties in an arm's length transaction.

Where assets are constructed by Council, cost includes all materials used in construction, direct labour, borrowing costs incurred during construction, and an appropriate share of directly attributable variable and fixed overheads.

Recognition

The following classes of assets have been recognised in Note 22. In accordance with Council's policy, the threshold limits below have applied when recognising assets within an applicable asset class and unless otherwise stated are consistent with the prior year:

CLASS OF ASSETS	AMOUNT
Land	Nil
Buildings	Nil
Plant	$200
Footpaths	$5,000
Kerb and Channel	$5,000
Other Road Assets	$5,000
Road Surface	$5,000
Road Substructure	$5,000
Drainage	$5,000
Land Improvements	$1,000
Other Structure	$1,000
Art Collection	Nil
Work In Progress	Nil

Revaluation

Subsequent to the initial recognition of assets, non-current physical assets (other than Plant and Equipment, Other Structures, Land Improvements and Art Collection), including Land, Buildings, Roads and Streets and Drainage are measured at fair value, being the amount for which the assets could be exchanged between knowledgeable willing parties in an arms length transaction. At balance date, Council reviewed the carrying value of the individual classes of assets within land, buildings and infrastructure to ensure that each asset materially approximated its fair value. Where the carrying value materially differed from the fair value the respective class of asset was revalued.

In addition, Council undertakes a formal revaluation (either by experienced council officers or independent experts) of land, buildings and infrastructure assets on a regular basis, usually at intervals of two or three years.

NOTES TO THE FINANCIAL REPORT FOR THE YEAR ENDED 30TH JUNE 2009

NOTE 1 SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

(g) Recognition and Measurement of Assets (continued)

Where the assets are revalued, the revaluation increments are credited directly to the asset revaluation reserve except to the extent that an increment reverses a prior year decrement for that class of asset that had been recognised as an expense in which case the increment is recognised as revenue up to the amount of the expense. Revaluation decrements are recognised as an expense except where prior increments are included in the asset revaluation reserve for that class of asset in which case the decrement is taken to the reserve to the extent of the remaining increments. Within the same class of assets, revaluation increments and decrements within the year are offset.

Land Under Roads

Land under roads acquired after 30 June 2008 is brought to account using the fair value basis. Council does not recognise land under roads that is controlled prior to that period in its financial report.

(h) Cash and Cash Equivalents

For the purposes of the statement of cash flows, cash and cash equivalents include cash on hand, deposits at call, and other highly liquid investments with original maturities of three months or less, net of outstanding bank overdrafts.

(i) Other Financial Assets

Managed funds are valued at fair value, being market value, at balance date. Any unrealised gains and losses on holdings at balance date are recognised as either a revenue or expense.

(j) Investments

Investments, other than investments in associates, are measured at cost.

(k) Accounting for Investments in Associates

Council's investment in associates is accounted for by the equity method as the Council has the ability to influence rather than control the operations of the entities. The investment is initially recorded at the cost of acquisition and adjusted thereafter for post-acquisition changes in the Council's share of the net assets of the entities. The Council's share of the financial result of the entities is recognised in the income statement and changes arising from revaluation of property, plant and equipment are recognised directly in equity.

(l) Tender Deposits

Amounts received as tender deposits and retention amounts controlled by Council are recognised as Trust funds until they are returned or forfeited (refer to Note 23).

(m) Employee Benefits

Wages and salaries

Liabilities for wages and salaries and rostered days off are recognised and are measured as the amount unpaid at balance date and include appropriate oncosts such as workcover charges.

Annual leave

Annual leave entitlements are accrued on a pro rata basis in respect of services provided by employees up to balance date. These entitlements are measured at the amount expected to be paid, including appropriate oncosts, when the accrued obligation is settled. Annual leave expected to be paid later than one year has been measured at the present value of the estimated future cash outflows to be made for these accrued entitlements. Commonwealth bond rates are used for discounting future cash flows.

Long service leave

Long service leave entitlements payable are assessed at balance date having regard to expected employee remuneration rates on settlement, employment related oncosts and other factors including accumulated years of employment, on settlement, and experience of employee departure per year of service. Long service leave expected to be paid within 12 months is measured at nominal value based on the amount expected to be paid when settled. Long service leave expected to be paid later than one year has been measured at the present value of the estimated future cash outflows to be made for these accrued entitlements. Commonwealth bond rates are used for discounting future cash flows.

Classification of employee benefits

An employee benefit liability is classified as a current liability if the Council does not have an unconditional right to defer settlement of the liability for at least 12 months after the end of the period. This would include all annual leave and unconditional long service leave entitlements.

NOTES TO THE FINANCIAL REPORT FOR THE YEAR ENDED 30TH JUNE 2009

NOTE 1 SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

(m) Employee Benefits (continued)

Superannuation

A liability is recognised in respect of Council's present obligation to meet the unfunded obligations of defined benefit superannuation schemes to which its employees are members. The liability is defined as the Council's share of the scheme's unfunded position, being the difference between the present value of employees' accrued benefits and the net market value of the scheme's assets at balance date. The liability also includes applicable contributions tax of 15%.

The superannuation expense for the reporting year is the amount of the statutory contribution the Council makes to the superannuation plan which provides benefits to its employees. Details of these arrangements are recorded in Note 34(c).

(n) Allocation Between Current and Non-Current

In the determination of whether an asset or liability is current or non-current, consideration is given to the time when each asset or liability is expected to be settled. The asset or liability is classified as current if it is expected to be settled within the next twelve months, being the Council's operational cycle. In accordance with AASB 101 Presentation of Financial Statements, Council has recognised as current liability, long service leave which it does not have an unconditional right to defer settlement for at least twelve months after the reporting date.

(o) Leases

Operating leases

Lease payments for operating leases are recognised as an expense in the years in which they are incurred as this reflects the pattern of benefits derived by the Council.

(p) Agreements Equally Proportionately Unperformed

The Council does not recognise assets and liabilities arising from agreements that are equally proportionately unperformed in the statement of financial position. Such agreements are recognised on an 'as incurred' basis.

(q) Web Site Costs

Costs in relation to web sites are charged as an expense in the period in which they are incurred.

(r) Goods and Services Tax (GST)

Revenues, expenses, and assets are recognised net of the amount of goods and services tax (GST), except where the amount of GST incurred is not recoverable from the Australian Taxation Office (ATO). In these circumstances, the GST is recognised as part of the cost of acquisition of the asset or as part of an item of the expense. Receivables and payables are stated with the amount of GST included.

The amount of GST recoverable from and payable to, the ATO is included as a current asset and liability in the balance sheet.

Cash flows are presented in the cash flow statement on a gross basis.

(s) Rounding

Unless otherwise stated, amounts in the financial report have been rounded to the nearest thousand dollars.

(t) Hostel and Independent Living Unit Contributions

Council previously operated two community hostels and elderly person independent living units where residents may be required to make an entry contribution. The community hostels were sold during the year ending 30 June 2009. Under the terms of the Occupancy Agreements, such contributions are refundable when the resident terminates their occupation, less amounts accrued as income to Council over the period of occupancy. The total of contributions refundable as at balance date is shown as a current Note 23(a). Refer also Note 23(b) for details of all amounts held in trust.

(u) Budget Information

Amounts shown in the financial report as budget information have been disclosed for information purposes only. Where necessary, budget information has been recast to comply with current presentation requirements. The budget figures have been drawn from Council's budget approved at the time the rates were adopted by Council for the 2008/2009 year.

NOTES TO THE FINANCIAL REPORT FOR THE YEAR ENDED 30TH JUNE 2009

NOTE 1 SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

(v) Impairment of Assets

At each reporting date, the Council reviews the carrying value of its assets to determine whether there is any indication that these assets have been impaired. If such an indication exists, the recoverable amount of the asset, being the higher of the asset's fair value less costs to sell and value in use, is compared to the assets carrying value. Any excess of the assets carrying value over its recoverable amount is expensed to the income statement.

(w) Non-current Assets Held for Sale

A non-current asset held for sale is measured at the lower of its carrying amount and fair value less costs to sell.

(x) Inventories

Inventories held for distribution are measured at cost adjusted when applicable for any loss of service potential. Other inventories are measured at the lower of cost and net realisable value.

(y) New Accounting Standards Interpretation

The following Australian Accounting Standards have been issued or amended and are applicable to the Council but are not yet effective.

They have not been adopted in preparation of the financial statements at reporting date.

AASB amendment	Standards Affected	Outline of amendment	App. date of Std	App. date for Council
AASB 2008 - 11	AASB 3 Business Combinations	Amends an earlier version of AASB 3 issued in July 2004. However, before the mandatory application of this Standard the Australian Accounting Standards Board will consider the suitability of this Standard for combinations in the not for profit sector. This may result in further amendments to this Standard or an additional scope exclusion. Consequently, it is not possible to assess the likely impact of this Standard on Council.	1 Jul 09	1 Jul 09
AASB 2007 - 06	AASB 101 Presentation of Financial Statements	Amends an earlier version of AASB 101 issued in July 2006. This Standard introduces the concept of a "complete set of financial statements" and amends the title of some statements in the accounts. The other change of some relevance to Council relates to reporting owner changes in equity and comprehensive income. No significant impacts are expected to arise from this Standard.	1 Jan 09	1 Jan 09
AASB 2007 - 08	AASB 123 Borrowing Costs	Amends an earlier version of AASB 123 issued in July 2004. This Standard requires borrowing costs directly attributable to the acquisition, construction or production of a qualifying asset to be capitalised. Previously, entities had the option of expensing such costs. Subject to the existence of borrowings for the purpose of funding capital expenditure, this standard will require related borrowing costs to be capitalised rather than expensed. It is not expected that this will have a material impact on the reported financial performance or position of Council.	1 Jan 09	1 Jan 09
AASB 2008 - 5	AASB 127 Consolidated and Separate Financial Statements	Amends an earlier version of AASB 127 issued in July 2004. This standard makes various relatively minor changes. This Standard is not expected to have any impact on Council.	1 Jul 09	1 Jul 09
AASB 2008-1, AASB 2008-2, AASB 2008-3, AASB 2008-5, AASB 2008-6AASB 2008-7,	Various	These standards make revisions, which are generally minor, to a range of other accounting standards. It is not expected that these Standards will have any significant impact on Council.	1 Jan 09	1 Jan 09

NOTES TO THE FINANCIAL REPORT FOR THE YEAR ENDED 30TH JUNE 2009

NOTE 2 RATES

Council uses Capital Improved Value (CIV), representing the value of land and buildings, as the basis of valuation of all properties within the municipal district.

The valuation base used to calculate general rates for 2008/2009 was:

General Rate $36,094,458,400 ($25,888,077,400 in 2007/2008)

Recreational Rate $53,058,000 ($40,569,000 in 2007/2008)

The 2008/09 rate in the dollar of general rate assessments was 0.17545 cents of each dollar of CIV (0.22931 cents in 2007/08)

The total quantum of 'in-lieu of rates' levied on recreational assessments was $27,908 in 2008/09 ($27,472 in 2007/08).

The date of the previous general revaluation of land for rating purposes within the municipal district was 1 January 2006, and the valuation was first applied in the rating year commencing 1 July 2006.

The date of the latest general revaluation of land for rating purposes within the municipal district was 1 January 2008, and the valuation was first applied in the rating year commencing 1 July 2008.

	2009 $'000	2008 $'000
Commercial	5,354	5,986
Industrial	2,193	2,486
Residential	55,807	50,919
Supplementary	371	401
	63,725	**59,792**

NOTES TO THE FINANCIAL REPORT FOR THE YEAR ENDED 30TH JUNE 2009

NOTE 1 SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

(v) Impairment of Assets

At each reporting date, the Council reviews the carrying value of its assets to determine whether there is any indication that these assets have been impaired. If such an indication exists, the recoverable amount of the asset, being the higher of the asset's fair value less costs to sell and value in use, is compared to the assets carrying value. Any excess of the assets carrying value over its recoverable amount is expensed to the income statement.

(w) Non-current Assets Held for Sale

A non-current asset held for sale is measured at the lower of its carrying amount and fair value less costs to sell.

(x) Inventories

Inventories held for distribution are measured at cost adjusted when applicable for any loss of service potential. Other inventories are measured at the lower of cost and net realisable value.

(y) New Accounting Standards Interpretation

The following Australian Accounting Standards have been issued or amended and are applicable to the Council but are not yet effective.

They have not been adopted in preparation of the financial statements at reporting date.

AASB amendment	Standards Affected	Outline of amendment	App. date of Std	App. date for Council
AASB 2008 - 11	AASB 3 Business Combinations	Amends an earlier version of AASB 3 issued in July 2004. However, before the mandatory application of this Standard the Australian Accounting Standards Board will consider the suitability of this Standard for combinations in the not for profit sector. This may result in further amendments to this Standard or an additional scope exclusion. Consequently, it is not possible to assess the likely impact of this Standard on Council.	1 Jul 09	1 Jul 09
AASB 2007 - 06	AASB 101 Presentation of Financial Statements	Amends an earlier version of AASB 101 issued in July 2006. This Standard introduces the concept of a "complete set of financial statements" and amends the title of some statements in the accounts. The other change of some relevance to Council relates to reporting owner changes in equity and comprehensive income. No significant impacts are expected to arise from this Standard.	1 Jan 09	1 Jan 09
AASB 2007 - 08	AASB 123 Borrowing Costs	Amends an earlier version of AASB 123 issued in July 2004. This Standard requires borrowing costs directly attributable to the acquisition, construction or production of a qualifying asset to be capitalised. Previously, entities had the option of expensing such costs. Subject to the existence of borrowings for the purpose of funding capital expenditure, this standard will require related borrowing costs to be capitalised rather than expensed. It is not expected that this will have a material impact on the reported financial performance or position of Council.	1 Jan 09	1 Jan 09
AASB 2008 - 5	AASB 127 Consolidated and Separate Financial Statements	Amends an earlier version of AASB 127 issued in July 2004. This standard makes various relatively minor changes. This Standard is not expected to have any impact on Council.	1 Jul 09	1 Jul 09
AASB 2008-1, AASB 2008-2, AASB 2008-3, AASB 2008-5, AASB 2008-6AASB 2008-7,	Various	These standards make revisions, which are generally minor, to a range of other accounting standards. It is not expected that these Standards will have any significant impact on Council.	1 Jan 09	1 Jan 09

NOTES TO THE FINANCIAL REPORT FOR THE YEAR ENDED 30TH JUNE 2009

NOTE 2 RATES

Council uses Capital Improved Value (CIV), representing the value of land and buildings, as the basis of valuation of all properties within the municipal district.

The valuation base used to calculate general rates for 2008/2009 was:

General Rate $36,094,458,400 ($25,888,077,400 in 2007/2008)

Recreational Rate $53,058,000 ($40,569,000 in 2007/2008)

The 2008/09 rate in the dollar of general rate assessments was 0.17545 cents of each dollar of CIV (0.22931 cents in 2007/08)

The total quantum of 'in-lieu of rates' levied on recreational assessments was $27,908 in 2008/09 ($27,472 in 2007/08).

The date of the previous general revaluation of land for rating purposes within the municipal district was 1 January 2006, and the valuation was first applied in the rating year commencing 1 July 2006.

The date of the latest general revaluation of land for rating purposes within the municipal district was 1 January 2008, and the valuation was first applied in the rating year commencing 1 July 2008.

	2009 $'000	2008 $'000
Commercial	5,354	5,986
Industrial	2,193	2,486
Residential	55,807	50,919
Supplementary	371	401
	63,725	**59,792**

NOTES TO THE FINANCIAL REPORT FOR THE YEAR ENDED 30TH JUNE 2009

NOTE 3 GRANTS AND SUBSIDIES		2009 $'000	2008 $'000
(a)	**Grants were received in respect of the following:**		
	Business Development	45	50
	Victoria Grants Commission – Local Roads	898	660
	Victoria Grants Commission – General Assistance	3,873	3,414
	Purchasing and Tendering	-	16
	Recreation, Parks / Leisure Planning	33	48
	Child Care Centres	2,187	1,501
	Community Care	7,460	6,617
	OPSACS	-	418
	Hostels	523	1,761
	Maternal and Child Health	223	703
	Family Support and Counselling	187	177
	Family Day Care	728	806
	Arts and Culture	17	9
	School Crossing Subsidies	203	216
	Health and Environment	188	222
	Infrastructure	513	589
	Grants and Subsidies	**17,078**	**17,207**
	Capital Grants	2,919	4,188
	Grants and Subsidies	**19,997**	**21,395**
(b)	**Type of grants**		
	Recurrent	18,577	17,595
	Non-recurrent	1,420	3,800
	Total	**19,997**	**21,395**
	Summary of grants		
	Federal funded grants	17,785	15,861
	State funded grants	2,210	5,533
	Others	2	1
		19,997	**21,395**

(c) **Conditions on Grants**

There are no grants recognised as revenue during the current, or the 2007/2008 reporting years, which had not been expended in the manner specified by the grantor at the reporting date.

Grants recognised as revenue during the year that were obtained on the condition that they be expended in a specified manner that had not occurred at balance date were:

Traffic and Local Laws	3	-
Community Health	106	168
Family Youth and Children	-	55
Park Planning	-	300
Arts and Recreation	-	12
City Development	139	197
	248	732

NOTES TO THE FINANCIAL REPORT FOR THE YEAR ENDED 30TH JUNE 2009

NOTE 4 USER CHARGES	2009 $'000	2008 $'000
Family, Youth and Children	4,688	3,611
Community Care	3,181	3,363
Traffic and Local Laws	4,315	3,881
Active Leisure Centres	7,999	7,247
Waste and Recycling Service	7,143	8,061
Other Fees and Charges	5,794	5,690
Total User Charges	**33,120**	**31,853**

NOTE 5 CONTRIBUTIONS		
Resident/User Contributions	102	98
Contributions from Sporting Clubs	473	668
Total Contributions	**575**	**766**

NOTE 6 INTEREST		
Interest earned from rates	228	251
Interest earned from cash assets	3,831	3,522
Total interest	**4,059**	**3,773**

NOTE 7 OTHER REVENUE		
Utilities recovered	56	56
Other	978	100
Cost recovery income	283	779
Total Other Revenue	**1,317**	**935**

NOTE 8 EMPLOYEE COSTS		
Wages and salaries	41,250	42,041
Superannuation	4,338	4,904
Fringe benefits tax	406	408
Staff development	758	671
Workcover	995	794
Total Employee Costs	**47,747**	**48,818**

NOTE 9 MATERIALS AND CONTRACTS		
Recycling and Waste	11,069	10,534
Public Lighting	1,110	825
Repairs and Maintenance	2,189	2,105
Utilities	1,914	1,655
Contract and Services	11,940	11,747
Materials and Supplies	3,061	2,551
Legal Expenses	1,089	763
Fuel and Oil	785	828
Street Sweeping	709	719

NOTES TO THE FINANCIAL REPORT FOR THE YEAR ENDED 30TH JUNE 2009

NOTE 9 MATERIALS AND CONTRACTS (CONTINUED)	2009 $'000	2008 $'000
Insurance	546	564
Council election	287	-
Other materials and consumables	6,431	8,146
Total Materials and Contracts	**41,130**	**40,437**

NOTE 10 DEPRECIATION		
Buildings	4,028	4,430
Plant, machinery and equipment	1,194	1,103
Fixtures, fittings and furniture	2,747	2,992
Roads, footpaths, kerb and channel (Note 1(d))	7,813	7,466
Drainage	1,667	2,071
Land improvements	1,842	1,849
Other structures	1,458	1,435
Art Collection	21	22
Total Depreciation	**20,770**	**21,368**

NOTE 11 FINANCE COSTS		
Interest – Borrowings	247	-
Capitalised borrowing costs on qualifying assets (Sportlink)	(147)	-
Total Finance costs	**100**	**-**

NOTE 12 OTHER EXPENSES		
External audit services	54	56
Internal audit costs	113	82
Bad and doubtful debts	25	213
Rental expenses relating to operating leases and equipment hire	199	192
Metropolitan Fire Brigade Levy	1,846	1,803
Library contribution	3,389	3,245
Community grants	715	589
Other expenses	499	569
Total Other Expenses	**6,840**	**6,749**

NOTE 13 NET GAIN/(LOSS) ON DISPOSAL OF PROPERTY, INFRASTRUCTURE, PLANT AND EQUIPMENT		
Gain and loss on sale of assets		
Land, Buildings and Bed Licences		
Proceeds from sales of assets	17,754	80
Disposal Costs	(502)	-
Written down value of assets sold	(17,395)	-
Gain/(Loss) on sale of land, buildings and Bed Licences	(143)	80

NOTES TO THE FINANCIAL REPORT FOR THE YEAR ENDED 30TH JUNE 2009

NOTE 13 NET GAIN/(LOSS) ON DISPOSAL OF PROPERTY, INFRASTRUCTURE, PLANT AND EQUIPMENT (CONTINUED)	2009 $'000	2008 $'000
Plant and Equipment		
Proceeds from sale of assets	869	1,062
Written down value of assets sold	(850)	(1,261)
Gain/(Loss) on sale of plant and equipment	19	(199)
Total		
Proceeds from sale of assets	18,623	1,142
Written down value of fixed assets sold (Note 22(c))	(18,747)	(1,261)
Total Gain/(Loss) on sale of assets	**(124)**	**(119)**

NOTE 14 DEVELOPERS CONTRIBUTIONS		
Developers Contributions – Drainage	293	467

NOTE 15 INVESTMENT IN ASSOCIATES		
Share of Net Profit/(Loss)- Regional Landfill Clayton South (see Note 21(a))	47	98
Share of net Profit/(Loss) – Whitehorse Manningham Regional Library Corporation (see Note 21(b))	(177)	(259)
Share of net Profit/(Loss) – Narre Warren User Group (NWUG) (see Note 21(c))	40	37
Total share of net Profit/(Loss) from investment in associates	**(90)**	**(124)**

NOTE 16 CURRENT ASSETS – CASH AND CASH EQUIVALENTS		
Cash at bank and On hand	5,552	5,664
Term Deposits	62,433	55,419
Managed Funds	5,823	1,674
Total Current Assets – Cash and Cash Equivalents	**73,808**	**62,757**
Unrestricted	66,221	50,702
Subject to external restrictions	7,587	12,055
	73,808	**62,757**
The following restrictions have been imposed by regulations or other externally imposed requirements:		
Long Service Leave as per Local Government (LSL) Regulations 2002	5,351	5,157
Public Open Space Contributions	2,202	1,728
Hostel/Unit accommodation resident contributions	-	5,136
Car Parking in Lieu Contributions	34	34
Total Investments Subject to External Restrictions	**7,587**	**12,055**

NOTES TO THE FINANCIAL REPORT FOR THE YEAR ENDED 30TH JUNE 2009

NOTE 17 CURRENT ASSETS – RECEIVABLES	2009 $'000	2008 $'000
Secured		
Rates debtors	1,641	1,396
Loans and advances (Note 20)	3	5
Less : Provision for doubtful debts	(1)	(2)
Total Secured	**1,643**	**1,399**
Unsecured		
Loan and advances	66	54
Other debtors	6,486	7,394
Less: Provision for doubtful debts	(1,651)	(1,449)
Total Unsecured	**4,901**	**5,999**
Total Current Assets – Receivables	**6,544**	**7,398**

Current receivables are carried at nominal amounts due, less any provision for doubtful debts. A provision for doubtful debts is recognised when collection of the full nominal amount is no longer probable.

Loans and Advances
Security over loans and advances made in respect of sporting and other community groups is held in the form of executed loan agreements which give Council access to the groups' assets upon default. Interest on community loans are charged at the indicative interest rate applicable at the time of negotiating the loan which currently range between 0% and 6% (0% to 6% in 2007/2008).

Rates Debtors
Rates debtors relate to the charge apportioned against the property and are secured under the provisions of the Local Government Act 1989. Rates are collected either by quarterly instalment or a single payment basis. 47.8% of rates were collected via equal instalments (45.3% in 2007/2008), due on the statutory due dates of 30 September, 30 November, 28 February and 31 May. 52.2% of rates were collected via payments due on 15 February (54.7% in 2007/2008). Interest is charged on overdue rates at 12% (12% in 2007/2008). The amount of overdue rates upon which interest is being charged as at the reporting date is $1,377,281 ($1,158,523 in 2007/2008).

Other Debtors
Other debtors and amounts due to Council for the provision of services require payment within 30 days. Council may charge interest on debts outstanding calculated on an individual basis.

NOTE 18 CURRENT ASSETS – ASSETS HELD FOR SALE		
Land and Buildings	-	14,933
Property Plant and Equipment	-	697
Bed Licenses	-	1,118
Total Current Assets – Assets Held for Sale	**-**	**16,748**

NOTE 19 CURRENT ASSETS – OTHER		
Stores and materials	63	125
Nursery Plant Stock	122	126
Prepayments	1,050	471
Total Current Assets – Other	**1,235**	**722**

NOTES TO THE FINANCIAL REPORT FOR THE YEAR ENDED 30TH JUNE 2009

NOTE 20 NON-CURRENT ASSETS – RECEIVABLES	2009 $'000	2008 $'000
Secured		
Loans and advances	96	99
Less: Provision for doubtful debts	(48)	(52)
Total Secured	**48**	**47**
Unsecured		
Loans and advances related to Resident Funded Schemes	310	395
Total	**358**	**442**
Community Loans outstanding as at 30 June		
Includes current and non-current component		
Blackburn Cycling Club	-	2
Nunawading Gymnastics and Sports Club	99	102
Total Community Loans	**99**	**104**
The disclosure of the above amounts in the Financial Statements is as follows:		
Community Loans (Excluding provision for doubtful debts)		
Current (Note 17)	3	5
Non-Current (Note 20)	96	99
Total Non-Current Assets – Receivables	**99**	**104**

NOTE 21 NON-CURRENT ASSETS – INVESTMENT IN ASSOCIATES		
At Valuation:		
(a) Interest in Regional Landfill Clayton South	3,102	3,055
(b) Interest in Whitehorse Manningham Regional Library Corporation	4,386	4,563
(c) Interest in Narre Warren User Group	709	669
Total Non-Current Assets – Investment in Associates	**8,197**	**8,287**

Valuations
Valuations of investments described in this note are on the basis of Council's relevant share of each entity's net assets. Financial accounts for all entities were unaudited at balance date. At balance date there was no known contingencies for landfill site.

NOTE 21 NON-CURRENT ASSETS – INVESTMENT IN ASSOCIATES (a) INTEREST IN CLAYTON SOUTH LANDFILL

Council holds an interest of 14.12% in a Clayton South Landfill site, whose principal activity is the provision of a refuse disposal site for member Councils.

Council's share of accumulated Surplus/(Deficit):		
Council's share of accumulated Surplus/(Deficit) at start of year	1,761	1,663
Reported Surplus/(Deficit) for year	47	98
Council's share of accumulated Surplus/(Deficit) at end of year	**1,808**	**1,761**
Council's share of reserves:		
Council's share of reserves at start of year	1,294	1,294
Revaluation increment (decrement)	-	
Council's share of reserves at end of year	**1,294**	**1,294**

NOTES TO THE FINANCIAL REPORT FOR THE YEAR ENDED 30TH JUNE 2009

NOTE 21 NON-CURRENT ASSETS – INVESTMENT IN ASSOCIATES (a) INTEREST IN CLAYTON SOUTH LANDFILL (CONTINUED)	2009 $'000	2008 $'000
Movement in carrying value of specific investment:		
Carrying value of investment at start of year	3,055	2,957
Correction of an error	-	0
Share of Surplus/(Deficit) for year	47	98
Carrying value of investment at end of year	**3,102**	**3,055**
Share of Regional Landfill Clayton South:		
Current assets	353	326
Non-current assets	2,851	2,837
Total assets	**3,204**	**3,163**
Current liabilities	32	38
Non-current liabilities	70	70
Total liabilities	**102**	**108**
Net assets	**3,102**	**3,054**
Revenue	893	593
Expenses	(846)	(495)
Operating Surplus/(Deficit) after distributions	**47**	**98**

NOTE 21 NON-CURRENT ASSETS – INVESTMENT IN ASSOCIATES
(b) INTEREST IN WHITEHORSE MANNINGHAM REGIONAL LIBRARY CORPORATION

On 21 December 1995 Council's library operation was combined with the Regional Authority to form Whitehorse Manningham Regional Library Corporation. Council has a 60% interest (as per funding responsibilities) and a 70.28% (2007/08 70.10%) economic entitlement in the assets in the Corporation but does not have effective control, as both Whitehorse and Manningham Councils possess the same voting rights on the board of management. The principal activity of the Corporation is the lending of books and other materials. The Corporation is established by agreement between the two participating councils. The valuation has been based on information derived from the unaudited financial report of the Corporation for the year ended 30 June 2009.

Council's share of accumulated surplus/(deficit):		
Council's share of accumulated surplus/(deficit) at start of year	2,624	2,801
Reconciling item from audited results	-	(1)
Change in share of economic entitlement	-	(111)
Reported Surplus/(Deficit) for year	(189)	(65)
Council's share of accumulated Surplus/(Deficit) at end of year	**2,435**	**2,624**
Council's share of reserves:		
Council's share of reserves at start of year	1,939	2,021
Reconciling item from audited results		-
Change in share of economic entitlement	12	(82)
Council's share of reserves at end of year	**1,951**	**1,939**

NOTES TO THE FINANCIAL REPORT FOR THE YEAR ENDED 30TH JUNE 2009

NOTE 21 NON-CURRENT ASSETS – INVESTMENT IN ASSOCIATES (b) INTEREST IN WHITEHORSE MANNINGHAM REGIONAL LIBRARY CORP. (CONT.)	2009 $'000	2008 $'000
Movement in carrying value of specific investment:		
Carrying value of investment at start of year	4,563	4,822
Reconciling item from audited results	-	(1)
Change in share of economic entitlement	12	(193)
Share of Surplus/(Deficit) for year	(189)	(65)
Carrying value of investment at end of year	**4,386**	**4,563**
Share of Whitehorse Manningham Regional Library		
Current assets	1,428	1,365
Non-current assets	4,371	4,457
Total assets	**5,799**	**5,822**
Current liabilities	1,263	1,142
Non-current liabilities	150	117
Total liabilities	**1,413**	**1,259**
Net assets	**4,386**	**4,563**
Revenue	5,443	5,271
Expenses	(5,632)	(5,336)
Operating Surplus/(Deficit) after distributions	**(189)**	**(65)**

NOTE 21 NON-CURRENT ASSETS – INVESTMENT IN ASSOCIATES (c) INTEREST IN NARRE WARREN USER GROUP

Council has an interest 48.88% in Narre Warren User Group (NWUG). The principal activity of NWUG is to monitor the closed regional landfill that was previously used by the Council. Contributions by Council to the Group during the period totalled $nil ($nil in 2007/2008). Council holds the cash investment for NWUG and profit is generated from the interest less site monitoring costs.

Movement in carrying value of NWUG:		
Carrying value of investment at start of year	669	632
Share of Profit/(Loss) for year	40	37
Carrying value of investment at end of year	**709**	**669**
Total Interest	**709**	**669**

NOTE 22(a) NON-CURRENT ASSETS – PROPERTY, INFRASTRUCTURE, PLANT AND EQUIPMENT

PROPERTY		
LAND		
Land at fair value, based on:		
Council valuation as at 30 June 2007 (i)	907,671	908,304
At cost	4,805	4,805
Total fair value of Land at year end	**912,476**	**913,109**

NOTES TO THE FINANCIAL REPORT FOR THE YEAR ENDED 30TH JUNE 2009

NOTE 22(a) NON-CURRENT ASSETS – PROPERTY, INFRASTRUCTURE, PLANT AND EQUIPMENT (CONTINUED)	2009 $'000	2008 $'000
BUILDINGS		
Buildings at fair value, based on:		
Council valuation as at 30 June 2007 (ii)	284,926	285,067
Less: Accumulated depreciation	(115,663)	(111,821)
Total	**169,263**	**173,246**
At cost	21,123	2,236
Less: Accumulated depreciation	(60)	(2)
Total	**21,063**	**2,234**
Total fair value of Buildings at year end	**190,326**	**175,480**
TOTAL PROPERTY	**1,102,802**	**1,088,589**

(i) The 30 June 2007 valuation of land is a fair value review and was determined by Council's Property and Rates Manager Mr Greg Stevens AAPI, Certified Practising Valuer. It should be noted that properties with special use or recreational zonings have attracted a land value discount within the range of 15% to 25%.

(ii) The 30 June 2007 valuation of buildings was at current market value and was determined by Council's Property and Rates Manager Mr Greg Stevens AAPI, Certified Practising Valuer.

INFRASTRUCTURE

Roads

Roads comprise of the following asset categories: substructure, road seals, footpaths, kerb and channel and other road assets.

Road Substructure		
Council valuation as at 30 June 2007 (iii)	125,237	125,237
Less: Accumulated depreciation	(34,717)	(33,610)
Total	**90,520**	**91,627**
At cost:	1,833	533
Less: Accumulated depreciation	(14)	(1)
Total	**1,819**	**532**
Road Seal		
Council valuation as at 30 June 2007 (iii)	99,421	99,421
Less: Accumulated depreciation	(26,769)	(22,660)
Total	**72,652**	**76,761**
At cost:	2,320	1,034
Less: Accumulated depreciation	(103)	(4)
Total	**2,217**	**1,030**

NOTES TO THE FINANCIAL REPORT FOR THE YEAR ENDED 30TH JUNE 2009

NOTE 22(a) NON-CURRENT ASSETS – PROPERTY, INFRASTRUCTURE, PLANT AND EQUIPMENT (CONTINUED)	2009 $'000	2008 $'000
Footpaths		
Council valuation as at 30 June 2007 (iii)	83,485	83,485
Less: Accumulated depreciation	(46,100)	(45,135)
Total	**37,385**	**38,350**
At cost:	3,082	1,294
Less: Accumulated depreciation	(28)	(1)
Total	**3,054**	**1,293**
Kerb and Channel		
Council valuation as at 30 June 2007 (iii)	81,874	81,874
Less: Accumulated depreciation	(44,563)	(43,614)
Total	**37,311**	**38,260**
At cost:	1,325	1,325
Less: Accumulated depreciation	(17)	(1)
Total	**1,308**	**1,324**
Other Road Assets		
Traffic management and laneways		
Council valuation as at 30 June 2007 (iii)	25,886	25,886
Less: Accumulated depreciation	(12,450)	(11,969)
Total	**13,436**	**13,917**
At cost:	2,279	390
Less: Accumulated depreciation	(47)	(1)
Total	**2,232**	**389**
Total Roads, Footpaths, Kerb and Channels and Other Road Assets		
Roads at fair value (wdv)	251,304	258,915
Roads at cost (wdv)	10,630	4,568
Total fair value of Roads, Footpaths, Kerb and Channel at year end	**261,934**	**263,483**
Drainage		
Drainage at fair value, based on:		
Council valuation as at 30 June 2008 (iv)	166,632	166,632
Less: Accumulated depreciation	(67,630)	(65,964)
Total	**99,002**	**100,668**
At cost	1,011	-
Less: Accumulated depreciation	(1)	-
Total	1,010	-
Total fair value of Drainage at year end	**100,012**	**100,668**

NOTES TO THE FINANCIAL REPORT FOR THE YEAR ENDED 30TH JUNE 2009

NOTE 22(a) NON-CURRENT ASSETS – PROPERTY, INFRASTRUCTURE, PLANT AND EQUIPMENT (CONTINUED)	2009 $'000	2008 $'000
Land Improvements		
At cost	114,511	113,331
Less: Accumulated depreciation	(19,982)	(18,126)
Total fair value of Land Improvements at year end	**94,529**	**95,205**
TOTAL INFRASTRUCTURE	**456,475**	**459,356**

(iii) The 30 June 2007 valuation of roads is at written down replacement cost, which includes pavement, substructure, kerb and channel, footpaths and traffic management devices was undertaken by Council's Engineer Mr. Ian Goodes Dip CE, Grad Dip Mun. Eng. and Man., MIE Aust, CPEng. It should be noted that in calculating the written down replacement cost of roads that valuations of infrastructure assets are made using a greenfields assumption, that is destruction costs of existing assets and site restoration costs are excluded.

(iv) The 30 June 2008 valuation of drainage at written down replacement cost was undertaken by Council's Engineer Mr Ian Goodes Dip CE, Grad Dip Mun. Eng. and Man., MIE Aust, CPEng. It should be noted that in calculating the written down replacement cost of roads that valuations of infrastructure assets are made using a greenfields assumption, that is destruction costs of existing assets and site restoration costs are excluded.

PLANT, MACHINERY AND EQUIPMENT		
Plant, machinery and equipment		
Plant at cost	10,398	9,107
Less: Accumulated depreciation	(3,653)	(2,954)
Total Plant, Machinery and Equipment at year end	**6,745**	**6,153**
Fixtures, Fittings And Furniture		
Fixtures, fittings and furniture	27,221	24,387
Less: Accumulated depreciation	(14,655)	(11,454)
Total Furniture and Equipment at year end	**12,566**	**12,933**
Other Structures		
Other Structures at cost	13,749	13,250
Less: Accumulated depreciation	(5,788)	(4,331)
Total Other Structures at year end	**7,961**	**8,919**
Art Collection		
Art Collection at cost	2,278	2,047
Less: Accumulated depreciation	(83)	(62)
Total Art Collection at year end	**2,195**	**1,985**
TOTAL PLANT AND EQUIPMENT	**29,467**	**29,990**
Works in Progress		
At cost	2,691	8,419
TOTAL PROPERTY, INFRASTRUCTURE, PLANT AND EQUIPMENT	**1,591,435**	**1,586,354**

NOTES TO THE FINANCIAL REPORT FOR THE YEAR ENDED 30TH JUNE 2009

NOTE 22(b) NON-CURRENT ASSETS – PROPERTY, PLANT AND EQUIPMENT, INFRASTRUCTURE

2009	Balance at beginning of financial year	Acquisition/ Recognised assets	Revaluation increments (decrements)	Depreciation and amortisation	Written down value of disposals	Transfers In	Transfers Out	Balance at end of financial year
	$'000	$'000	$'000	$'000	$'000	$'000	$'000	$'000
Property								
Land	913,109	-	-	-	(633)	-	-	912,476
Total land	**913,109**	**-**	**-**	**-**	**(633)**	**-**	**-**	**912,476**
Buildings	175,480	11,541	-	(4,028)	(13)	7,346	-	190,326
Total buildings	175,480	11,541	-	(4,028)	(13)	7,346	-	190,326
Total property	**1,088,589**	**11,541**	**-**	**(4,028)**	**(646)**	**7,346**	**-**	**1,102,802**
Plant and Equipment								
Plant, Machinery and Equipment	6,153	2,617		(1,194)	(831)			6,745
Fixtures, Fittings and Furniture	12,933	2,310		(2,747)	(20)	90		12,566
Art Collection	1,985	190	-	(21)	-	41	-	2,195
Other – Structures	8,919	500		(1,458)	-	-	-	7,961
Total plant and equipment	**29,990**	**5,617**	**-**	**(5,420)**	**(851)**	**131**	**-**	**29,467**
Infrastructure								
Roads	263,483	6,264	-	(7,813)	-	-	-	261,934
Drainage	100,668	1,011	-	(1,667)	-	-	-	100,012
Land Improvements	95,205	1,070	-	(1,842)	-	96	-	94,529
Total infrastructure	**459,356**	**8,345**	**-**	**(11,322)**	**-**	**96**	**-**	**456,475**
Works in Progress								
Buildings	8,146	1,741	-	-	-	-	(7,346)	2,541
Roads	22	-	-	-	-	-	-	22
Drainage	-	-	-	-	-	-	-	-
Land improvements	96	-	-	-	-	-	(96)	-
Other Structures	-	-	-	-	-	-	-	-
Plant	-	-	-	-	-	-	-	-
Art Collection	65	104	-	-	-	-	(41)	128
Land	-	-	-	-	-	-	-	-
Furniture and Equipment	90	-	-	-	-	-	(90)	-
Total works in progress	**8,419**	**1,845**	**-**	**-**	**-**	**-**	**(7,573)**	**2,691**
Total property, plant and equipment and infrastructure	**1,586,354**	**27,348**	**-**	**(20,770)**	**(1,497)**	**7,573**	**(7,573)**	**1,591,435**

NOTES TO THE FINANCIAL REPORT FOR THE YEAR ENDED 30TH JUNE 2009

NOTE 22(c) NON-CURRENT ASSETS – PROPERTY, PLANT AND EQUIPMENT, INFRASTRUCTURE

2008	Balance at beginning of financial year	Acquisition/ Recognised assets	Revaluation increments (decrements)	Depreciation and amortisation	Written down value of disposals	Transfers In	Transfers Out	Balance at end of financial year
	$'000	$'000	$'000	$'000	$'000	$'000	$'000	$'000
Property								
Land	915,144	4,805	-	-	-	-	(6,840)	913,109
Total land	**915,144**	**4,805**	**-**	**-**	**-**	**-**	**(6,840)**	**913,109**
Buildings	185,701	2,202	-	(4,430)	-	100	(8,093)	175,480
Total buildings	185,701	2,202	-	(4,430)	-	100	(8,093)	175,480
Total property	**1,100,845**	**7,007**	**-**	**(4,430)**	**-**	**100**	**(14,933)**	**1,088,589**
Plant and Equipment								
Plant, Machinery and Equipment	6,451	2,098	-	(1,103)	(1,261)	16	(48)	6,153
Fixtures, Fittings and Furniture	14,261	2,236	-	(2,992)	-	-	(572)	12,933
Art Collection	1,990	17	-	(22)	-	-	-	1,985
Other – Structures	9,881	470	-	(1,435)	-	31	(28)	8,919
Total plant and equipment	**32,583**	**4,821**	**-**	**(5,552)**	**(1,261)**	**47**	**(648)**	**29,990**
Infrastructure								
Roads	266,374	4,238	-	(7,466)	-	337	-	263,483
Drainage	84,076	1,136	17,527	(2,071)	-	-	-	100,668
Land Improvements	96,010	1,349	-	(1,849)	-	41	(346)	95,205
Total infrastructure	**446,460**	**6,723**	**17,527**	**(11,386)**	**-**	**378**	**(346)**	**459,356**
Works in Progress								
Buildings	655	7,591	-	-	-	-	(100)	8,146
Roads	22	22	-	-	-	-	(22)	22
Drainage	10	-	-	-	-	-	(10)	-
Land Improvements	434	78	-	-	-	-	(416)	96
Other Structures	-	-	-	-	-	-	-	-
Plant	-	-	-	-	-	-	-	-
Art Collection	-	65	-	-	-	-	-	65
Land	-	-	-	-	-	-	-	0
Furniture and Equipment	18	90	-	-	-	-	(18)	90
Total works in progress	**1,139**	**7,846**	**-**	**-**	**-**	**-**	**(566)**	**8,419**
Total property, plant and equipment and infrastructure	**1,581,027**	**26,397**	**17,527**	**(21,368)**	**(1,261)**	**525**	**(16,493)**	**1,586,354**

NOTES TO THE FINANCIAL REPORT FOR THE YEAR ENDED 30TH JUNE 2009

NOTE 23 CURRENT LIABILITIES – PAYABLES	2009 $'000	2008 $'000
(a) Payables		
Trade creditors and accruals	12,884	14,421
Funds held in Trust:		
- Primary Care Consortium	684	606
- NWUG	1,450	1,367
- Hostel/Unit accommodation resident contributions (refer Note 23(b))	-	5,136
- Deposits	1,923	2,039
Total Current Liabilities – Payables	**16,941**	**23,569**
(b) Resident Contributions		
At balance date, Council held the following amounts (refer Note 23(a)):		
Resident contributions – Nunawading Community Hostel	-	2,069
Resident contributions – Dorking Road Community Hostel	-	3,067
Total Resident Contributions	**-**	**5,136**

NOTE 24 CURRENT LIABILITIES – EMPLOYEE BENEFITS		
Annual leave		
Unconditional entitlement within 12 months (nominal value)	2,760	3,116
Unconditional entitlement beyond 12 months (present value)	953	1,111
Long service leave		
Unconditional entitlement within 12 months (nominal value)	328	389
Unconditional entitlement beyond 12 months (present value)	4,358	4,462
Total Current Liabilities – Employee Benefits	**8,399**	**9,078**

NOTE 25 NON-CURRENT LIABILITIES – EMPLOYEE BENEFITS		
Long service leave		
Conditional entitlement beyond 12 months (present value)	1,174	1,084
Total Non-current Liabilities – Employee Benefits	**1,174**	**1,084**

NOTES TO THE FINANCIAL REPORT FOR THE YEAR ENDED 30TH JUNE 2009

NOTE 26 NON-CURRENT LIABILITIES – INTEREST-BEARING LOANS AND BORROWINGS	2009 $'000	2008 $'000
Current		
Bank Overdraft – secured	-	-
Borrowings – secured	217	199
Total Current Borrowings – secured	**217**	**199**
Non-Current		
Borrowings – secured	2,584	2,801
Total Non-Current Borrowings – secured	**2,584**	**2,801**
Total Borrowings – secured	**2,801**	**3,000**
The maturity profile for Council's borrowings is:		
No later than one year	217	199
Later than one year and not later than five years	1,406	1,292
Later than five years	1,178	1,509
Total	**2,801**	**3,000**

NOTE 27 RESERVES AND ACCUMULATED SURPLUS		
(a) Accumulated Surplus		
Accumulated Surplus at the beginning of financial year	654,006	648,016
Net Surplus/(Deficit)	6,285	1,366
Transfers from Reserves	786	5,518
Transfers to Reserves	(18,445)	(894)
Accumulated Surplus at end of financial year	**642,632**	**654,006**
(b) Asset Revaluation Reserve		
Opening Balance	961,832	944,305
Increment/(Decrement) on revaluation during year:		
Drainage	-	17,527
Asset Revaluation Reserve at end of financial year	**961,832**	**961,832**

NOTES TO THE FINANCIAL REPORT FOR THE YEAR ENDED 30TH JUNE 2009

NOTE 27 RESERVES AND ACCUMULATED SURPLUS (CONTINUED)	30 June 2009 $'000	Movement	1 July 2008 $'000
Asset Class			
Plant	2,070	-	2,070
Land	690,567	-	690,567
Buildings	109,483	-	109,483
Equipment	737	-	737
Miscellaneous	597	-	597
Roads	103,960	-	103,960
Drainage	38,349	-	38,349
Land Improvements	14,077	-	14,077
Other Structures	729	-	729
Regional Landfill Clayton South	1,263	-	1,263
Asset Revaluation by Class	**961,832**	**-**	**961,832**

(c) **Other Reserves**	2009 $'000	2008 $'000
Public Open Space	2,202	1,728
Car Parking in Lieu	34	34
Council Development Reserve	30,000	28,374
Art Collection	3	3
Aged Care Reserve	15,559	-
Other Reserves at end of financial year	**47,798**	**30,139**
Public Open Space Reserve		
Opening Balance	1,728	1,617
Transfer from Accumulated Surplus	1,260	894
Transfer to Accumulated Surplus	(786)	(783)
Closing Balance	**2,202**	**1,728**
Car Parking in Lieu Reserve		
Opening Balance	34	34
Closing Balance	**34**	**34**
Community Hostel – Dorking Road Reserve		
Opening Balance	-	86
Transfer to Accumulated Surplus	-	(86)
Closing Balance	**-**	**-**
Council Development Reserve		
Opening Balance	28,374	33,023
Transfer from Accumulated Surplus	1,626	-
Transfer to Accumulated Surplus	-	(4,649)
Closing Balance	**30,000**	**28,374**
Art Collection Reserve		
Closing Balance	**3**	**3**

NOTES TO THE FINANCIAL REPORT FOR THE YEAR ENDED 30TH JUNE 2009

NOTE 27 RESERVES AND ACCUMULATED SURPLUS (CONTINUED)	2009 $'000	2008 $'000
Aged Care Reserve		
Opening Balance	-	-
Transfer from Accumulated Surplus	15,559	-
Transfer to Accumulated Surplus	-	-
Closing Balance	**15,559**	**-**

(i) Asset Revaluation Reserve
This reserve is used to record increments and decrements on the revaluation of non-current assets, as described in Note 1(g) and 1(k).

(ii) Public Open Space Reserve
This reserve comprises funds collected through contributions made to public open space by developers. The funds from this reserve are restricted for expenditure on public open space.

(iii) Car Parking in Lieu Reserve
This reserve comprises funds provided by developers instead of providing car parking. The funds from this reserve are restricted for expenditure on car parking.

(iv) Dorking Road Hostel Reserve
This reserve comprises funds that have been set aside in for capital works at the Dorking Road Hostel. It does not represent the deposits held as required under the Aged Care Act 1997.

(v) Council Development Reserve
This reserve is used for funding capital works programs and for proceeds of sale of assets no longer required by Council. Use of the reserve needs to be in accordance with the reserve governing principles established by Council.

(vi) Art Collection Reserve
This reserve was established by Council in 2002/2003 for the purpose of de-accessioning unwanted artworks and for future purchases of art works.

(vii) Aged Care Reserve
This reserve holds in trust the net proceeds secured from the sale as a "going concern" of Council's residential aged care facilities. Access to this reserve must have a legitimate relevance to the Aged and Disability related groups and must be consistent with the healthy positive ageing strategy adopted by Council in 2006.

NOTES TO THE FINANCIAL REPORT FOR THE YEAR ENDED 30TH JUNE 2009

NOTE 28 RECONCILIATION OF OPERATING RESULT WITH NET CASH PROVIDED BY OPERATING ACTIVITIES

	12 Months to 30 June 2009 Inflows (Outflows) $'000	12 Months to 30 June 2008 Inflows (Outflows) $'000
Result from ordinary activities	6,285	1,366
Depreciation (Note 10)	20,770	21,368
(Profit)/Loss on disposal of assets (Note 13)	124	119
(Share of net Profits)/Losses of associates accounted for by equity method (Note 15) and developers contributions	(203)	(343)
Changes in assets and liabilities		
(Increase)/Decrease in receivables	105	(1,150)
(Increase)/Decrease in other assets	481	3,254
Increase/(Decrease) in employee benefits	(213)	507
Increase/(Decrease) in payables	(224)	2,731
Net cash provided by operating activities	**27,125**	**27,852**

NOTE 29 FINANCING ARRANGEMENTS

	2009 $'000	2008 $'000
Bank overdraft	1,100	1,100
Used facilities	-	-
Unused facilities	**1,100**	**1,100**

NOTE 30 RESTRICTED ASSETS

Council has Cash Assets (Note 16) that are subject to restrictions. As at the reporting date, Council had legislative restrictions in relation to employee benefits (Long Service Leave), reserve funds and funds held in Trust.

Restricted Assets	**7,587**	**12,025**

NOTE 31 RELATED PARTY TRANSACTIONS

(i) Names of persons holding the position of a Responsible Person at the City of Whitehorse during the reporting year are:

Councillors

Pre election November 2008
Peter Allan (resigned 29/09/08)
Chris Aubrey
Bill Bowie (deceased 25/07/08)
Robert Chong OAM
Hayley Clarke
Geroge Droutsas
Sharon Ellis
Helen Harris OAM
John Koutras (Mayor)
Ben Stennett

Post election November 2008
Raylene Carr
Robert Chong OAM
Philip Daw
Sharon Ellis
Helen Harris OAM (Mayor)
John Koutras
Mark Lane
Andrew Munroe
Bill Pemberton
Ben Stennett

Chief Executive Officer
Noelene Duff

NOTES TO THE FINANCIAL REPORT FOR THE YEAR ENDED 30TH JUNE 2009

NOTE 31 RELATED PARTY TRANSACTIONS (CONTINUED)

(ii) Remuneration and Retirement Benefit of Responsible Persons (Councillors and Chief Executive Officer)

The number of Responsible Persons, other than Senior Executive Officers, of Council whose total remuneration including any superannuation benefits from Council fell within the following bands, for the financial year.

Income Range:	2009 Number	2008 Number
$0-$9,999	5	-
$10,000-$19,999	5	8
$20,000-$29,999	3	1
$30,000-$39,999	1	-
$40,000-$49,999	-	-
$50,000-$59,999	-	1
$60,000-$69,999	1	-
$300,000-$309,999	-	1
$320,000-$329,999	1	-
TOTAL	**16**	**11**

Total remuneration for the reporting year for Responsible Persons included above amount to:	**$603,337**	**$527,306**

(iii) Remuneration and Retirement Benefit of Senior Executive Officers

A Senior Executive Officer of Council is a person, other than a Responsible Person, occupying a management role within Council who reports to the CEO or a person receiving annual remuneration of $100,000 or greater.

The number of Senior Executive Officers whose total remuneration including any superannuation benefits exceeded $100,000, during the financial year, fell within the following bands:

Income Range	2009 Number	2008 Number
$90,000-$99,9999	-	2
$100,000-$109,999	8	5
$110,000-$119,999	1	6
$120,000-$129,999	9	3
$130,000-$139,999	1	3
$140,000-$149,999	2	1
$150,000-$159,999	3	-
$160,000-$169,999	-	1
$170,000-$179,999	1	1
$180,000-$189,000	-	2
$190,000-$199,999	1	-
$200,000-$209,999	1	-
	27	**24**

Total actual remuneration for the reporting year for Senior Officers included above amount to:	**$3,536,903**	**$3,053,698**

A number of Senior Executive Officers retired or resigned during the reporting year. This had an impact on the remuneration figures due to the inclusion of annual leave and long services leave entitlements.

NOTES TO THE FINANCIAL REPORT FOR THE YEAR ENDED 30TH JUNE 2009

NOTE 31 RELATED PARTY TRANSACTIONS (CONTINUED)

(iv) Loans

No loans have been made, guaranteed, or secured by Council to a Responsible Person of Council during the 2008/2009 or 2007/2008 reporting years.

(v) Other Transactions

Other related party transactions requiring disclosure have been considered and there are no matters to report in the 2008/2009 or 2007/2008 reporting years. No retirement benefits have been paid to Responsible Persons in 2008/2009 or 2007/2008 reporting years.

NOTE 32 CONTINGENT LIABILITIES

(a) Other Entities/Persons

Council has guaranteed bank loans of certain community bodies. Council's liability under its guarantee is listed below:

	2009		2008	
	Outstanding Loan Liability $'000	Guarantee Limit $'000	Outstanding Loan Liability $'000	Guarantee Limit $'000
Vermont Sports Club Inc.	121	210	138	210
Blackburn Sporting Club Inc.	12	80	23	80
The Whitehorse Club	487	500	495	500
Vermont South Club	305	310	311	310
Bluebell Hill Tennis Club	30	38	34	38
	955	**1,138**	**1,001**	**1,138**

(b) Arising from Public Liability

As a local authority with ownership of numerous parks, reserves, roads and other land holdings, Council regularly receives claims and demands allegedly arising from incidents which occur on land belonging to Council. There are a number of outstanding claims against Council in this regard. Council carries $400 million of public liability insurance and had an excess of $10,000 on this policy in 2008/2009. Therefore, the maximum liability of Council in any single claim is the extent of its excess. The primary insurer is Civic Mutual Plus. There are no claims of which Council is aware which would fall outside the terms of Council's policy.

(c) Arising from Professional Indemnity

As a local authority with statutory regulatory responsibilities, including the responsibility of issuing permits and approvals, Council receives claims and demands for damages allegedly arising from actions of Council or its officers. Council carries $300 million of professional indemnity insurance and had an excess of $10,000 on this policy in 2008/2009. Therefore, the maximum liability of Council in any single claim is the extent of its excess. The primary insurer is Civic Mutual Plus. There are no instances or claims of which Council is aware which would fall outside the terms of Council's policy.

(d) Arising from Legal Matters

Council is presently involved in several confidential legal matters, which are being conducted through Council's solicitors and are yet to be finalised.

(e) Other Contingent Liabilities

Council has obligations under a defined benefit superannuation scheme that may result in the need to make additional contributions to the scheme to ensure that the liabilities of the fund are covered by the assets of the fund. As a result of the increased volatility in financial markets the likelihood of making such contributions in future periods has increased. At this point in time it is not known if additional contributions will be required, their timing or potential amount.

NOTES TO THE FINANCIAL REPORT FOR THE YEAR ENDED 30TH JUNE 2009

NOTE 33 COMMITMENTS FOR EXPENDITURE	2009 $'000	2008 $'000
(a) Commitments for Capital Expenditure		
At balance date, Council had entered into contracts for capital expenditure on:		
Buildings	1,823	6,014
Other structures	58	-
Total	**1,881**	**6,014**
Commitments under contracts at the reporting date are payable as follows (these commitments are not recognised as liabilities):		
Not later than one year	1,881	6,014
Later than one year but no later than 5 years	-	-
Total	**1,881**	**6,014**
(b) Commitments for Operating Activities		
External service providers		
Commitments under contracts at the reporting date are payable as follows (these commitments are not recognised as liabilities):		
Not later than one year	10,727	8,312
Later than one year but no later than 5 years	18,373	16,178
Later than 5 years	-	-
Total	**29,100**	**24,490**
(c) Operating Lease Commitments		
Plant, Equipment and Rentals		
Commitments under non-cancellable operating leases at the reporting date are payable as follows (these commitments are not recognised as liabilities):		
Not later than one year	201	469
Later than one year and not later than 5 years	304	268
Total	**505**	**737**

NOTES TO THE FINANCIAL REPORT
FOR THE YEAR ENDED 30TH JUNE 2009

NOTE 34 EMPLOYEE BENEFITS	2009 $'000	2008 $'000
(a) Employee Benefits		
The aggregate employee benefit liability consists of:		
Accrued salaries and wages	1,271	1,201
Annual leave	3,713	4,227
Long Service Leave	5,860	5,935
Total	**10,844**	**11,363**
Representing:		
Current liabilities		
Trade creditors and accruals (Note 23)	1,271	1,201
Employee benefits (Note 24)	8,399	9,078
Non-current liabilities		
Employee benefits (Note 25)	1,174	1,084
Total	**10,844**	**11,363**

(b) Long Service Leave

The following assumptions were adopted in measuring the present value of Long Service Leave:		
Weighted average increase in employee costs	4.00%	5.00%
Weighted average discount rates	4.24%	6.01%
Weighted average terms to settlement period	6 years	6 years

(c) SUPERANNUATION : Local Authorities Superannuation Fund

Council makes employer superannuation contributions in respect of its employees to the Local Authorities Superannuation Fund (the Fund). Obligations for contributions are recognised as an expense in profit or loss when they are due. The Fund has two categories of membership, each of which is funded differently.

The Fund's accumulation category, Vision Super Saver, receives both employer and employee contributions on a progressive basis. Employer contributions are normally based on a fixed percentage of employee earnings (9% required under Superannuation Guarantee Legislation). No further liability accrues to the employer as the superannuation benefits accruing to employees are represented by their share of the net assets of the Fund.

Defined Benefit Plan

The Fund's Defined Benefit Plan is a multi-employer sponsored plan. This fund was closed to new members from 31 December 1993. As the Fund's assets and liabilities are pooled and are not allocated by employer, the Actuary is unable to reliably allocate benefit liabilities, assets and costs between employers. As provided under Paragraph 32 (b) of AASB 119, Council does not use defined benefit accounting for these contributions.

Council makes employer contributions to the defined benefit category of the Fund at rates determined by the Trustee on the advice of the Fund's Actuary. On the basis of the results of the most recent full actuarial investigation conducted by the Fund's actuary as at 31 December 2008, the Trustee has determined that the current funding arrangements are adequate for the expected Defined Benefit Plan liabilities. Council makes the following contributions:

- 9.25% of members' salaries (same as previous year);
- the difference between resignation and retrenchment benefits paid to its retrenched employees (same as previous year);

NOTES TO THE FINANCIAL REPORT FOR THE YEAR ENDED 30TH JUNE 2009

NOTE 34 EMPLOYEE BENEFITS (CONTINUED)

Fund surplus or deficit (ie the difference between fund assets and liabilities) are calculated differently for funding purposes (ie calculating required contributions) and for for the calculation of accrued benefits as required in AAS 25 to provide the values needed for the AASB 119 disclosure in a council's financial statements. AAS 25 requires that the present value of the benefit liability which is calculated in respect of membership completed at the calculation date makes no allowance for future benefits that may accrue. The actuarial investigation concluded that although the Net Market Value of Assets was in excess of Accrued Benefits at 31 December 2008, based on the assumptions adopted, there was a shortfall of $71 million when the funding of future benefits was also considered. However, the council has been advised that no additional contributions will be required as at 30 June 2009. The Actuary will undertake the next actuarial investigation as at 30 June 2010 to ascertain if additional contributions are required.

The Fund's liability for accrued benefits was determined by the Actuary at 31 December 2008 pursuant to the requirements of Australian Accounting Standard AAS25 follows:

Vision Super Total Fund Balance	**31-Dec-08 $'000**
Net Market Value of Assets	3,630,432
Accrued Benefits (per accounting standards)	3,616,422
Difference between Assets and Accrued Benefits	14,010
Vested Benefits (Minimum sum which must be paid to members when they leave the fund)	3,561,588

The financial assumptions used to calculate the Accrued Benefits for the defined benefit category of the Fund were:

Net Investment Return	8.5% p.a.
Salary Inflation	4.25% p.a.
Price Inflation	2.75% p.a.

Details of contributions to the superannuation fund during the year and contributions payable at 30 June 2009 are as follows:

	2009 $'000	**2008 $'000**
Fund		
Defined benefit plans		
Employer contributions to Local Authorities Fund (Vision Super)	604	701
Total	**604**	**701**
Accumulation funds		
Employer contributions to Local Authorities Superannuation Fund (Vision Super)	2,258	2,260
Employer contributions to Local Authorities Superannuation Fund (AMP)	13	21
Employer contributions to Local Authorities Superannuation Fund (Hesta)	110	102
Employer contributions to Local Authorities Superannuation Fund (CBus)	15	13
Employer contributions to Local Authorities Superannuation Fund (Other)	314	218
Total	**2,710**	**2,614**

Local Authorities Superannuation fund acts as a clearing house for employer contributions to other Super funds.

NOTES TO THE FINANCIAL REPORT *FOR THE* YEAR ENDED 30TH JUNE 2009

NOTE 35 FINANCIAL INSTRUMENTS

(a) Accounting Policy, terms and conditions

Recognised financial instruments	Accounting Policy	Terms and Conditions
Financial assets		
Cash and cash equivalents	Cash on hand and at bank and money market call account are valued at face value.	On call deposits returned a floating interest rate of between 2.90% to 7.15% (6.05% to 7.15% in 2007/2008). The interest rate at balance date was 2.90% (7.15% in 2007/2008).
	Interest is recognised as it accrues.	Funds returned fixed interest rate of between 3.20% to 8.21% (6.43% to 8.21% in 2007/2008)
	Investments and bills are valued at cost.	Managed fund provided return of between 6.81% to 11.28% (4.63% to 7.43% in 2007/2008) excluding unrealised gains/losses
	Investments are held to maximise interest returns of surplus cash.	
	Interest revenues are recognised as they accrue.	
	Managed funds are measured at market value.	
Trade and other receivables		
Other debtors	Receivables are carried at amortised cost using the effective interest method. A provision for doubtful debts is recognised when there is objective evidence that an impairment loss has occurred.	General debtors are unsecured and arrears attract an interest rate of 12% (12% in 2007/2008). Credit terms are based on 30 days.
	Collectibility of overdue accounts is assessed on an ongoing basis.	
Financial Liabilities		
Trade and other payables	Liabilities are recognised for amounts to be paid in the future for goods and services provided to Council as at balance date whether or not invoices have been received.	General Creditors are unsecured, not subject to interest charges and are normally settled within 30 days of invoice date.
Interest-bearing loans and borrowings	Loans are carried at their principal amounts, which represent the present value of future cash flows associated with servicing the debt. Interest is accrued over the period it becomes due and recognised as part of payables.	Borrowings are secured by way of mortgages over the general rates of the Council. The weighted average interest rate on borrowings is 8.49% during 2008/2009 (8.49% in 2007/2008). The interest charged on loan was $0.247m incurred during the year.
Bank overdraft	Overdrafts are recognised at the principal amount. Interest is charged as an expense as it accrues.	The overdraft is subject to annual review. It is secured by a mortgage over Council's general rates and is repayable on demand. The Interest rate on available overdraft facility was 8.99% during 2008/2009 (11.62% in 2007/2008). The interest rate as at balance date was 8.99%

NOTES TO THE FINANCIAL REPORT FOR THE YEAR ENDED 30TH JUNE 2009

NOTE 35 FINANCIAL INSTRUMENTS (CONTINUED)

(b) Interest Rate Risk

The exposure to interest rate risk and the effective interest rates of financial assets and financial liabilities, both recognised and unrecognised, at balance date are as follows:

		Fixed interest maturing in:				
	Floating interest rate	1 year or less	Over 1 to 5 years	More than 5 years	Non-interest bearing	Total
2009	**$'000**	**$'000**	**$'000**	**$'000**	**$'000**	**$'000**
Financial assets						
Cash and cash equivalents	11,375	35,433	27,000	-	-	73,808
Trade and other receivables	-	6,544	-	-	-	6,544
Total financial assets	**11,375**	**41,977**	**27,000**	-	-	**80,352**
Weighted average interest rate	4.63%	4.32%	5.59%			
Financial liabilities						
Trade and other payables	-	-	-	-	12,884	12,884
Trust funds and deposits	-	-	-	-	4,057	4,057
Interest-bearing loans and borrowings	-	217	1,406	1,178	-	2,801
Total financial liabilities	-	**217**	**1,406**	**1,178**	**16,941**	**19,742**
Weighted average interest rate		8.49%	8.49%	8.49%		
Net financial assets (liabilities)	**11,375**	**41,760**	**25,594**	**(1,178)**	**(16,941)**	**60,610**

		Fixed interest maturing in:				
	Floating Interest rate	1 year or less	Over 1 to 5 years	More than 5 years	Non-interest bearing	Total
2008	**$'000**	**$'000**	**$'000**	**$'000**	**$'000**	**$'000**
Financial assets						
Cash and cash equivalents	7,338	55,419	-	-	-	62,757
Trade and other receivables		7,398	-	-	-	7,398
Total financial assets	**7,338**	**62,817**	-	-	-	**70,155**
Weighted average interest rate	6.67%	7.82%				
Trade and other payables	-	-	-	-	14,421	14,421
Trust funds and deposits	-	-	-	-	9,148	9,148
Interest-bearing loans and borrowings	-	199	1,292	1,509	-	3,000
Total Trade and other payables		**199**	**1,292**	**1,509**	**23,569**	**26,569**
Weighted average interest rate		8.49%	8.49%	8.49%		
Net financial assets (liabilities)	**7,338**	**62,618**	**(1,292)**	**(1,509)**	**(23,569)**	**43,586**

NOTES TO THE FINANCIAL REPORT FOR THE YEAR ENDED 30TH JUNE 2009

NOTE 35 FINANCIAL INSTRUMENTS (CONTINUED)

(c) Net Fair Values

The aggregate net fair values of financial assets and financial liabilities, both recognised and unrecognised, at balance date are as follows:

	Total carrying amount as per Balance Sheet		Aggregate net fair value	
Financial Instruments	**2009 $'000**	**2008 $'000**	**2009 $'000**	**2008 $'000**
Financial assets				
Cash	5,552	5,646	5,552	5,646
Deposits at Call	68,256	57,111	68,256	57,111
Current Receivables	6,544	7,398	6,544	7,398
Non-Current Receivables	358	442	358	442
Total financial assets	**80,710**	**70,597**	**80,710**	**70,597**
Financial liabilities				
Trade and other payables	16,941	23,569	16,941	23,569
Interest-bearing loans and borrowings	2,801	3,000	2,801	3,000
Total financial liabilities	**19,742**	**26,569**	**19,742**	**26,569**

(d) Credit Risk

The maximum exposure to credit risk at balance date in relation to each class of recognised financial asset is represented by the carrying amount of those assets as indicated in the Balance Sheet.

(e) Risks and Mitigation

The risks associated with our main financial instruments and our policies for minimising these risks are detailed below.

Market risk

Market risk is the risk that the fair value or future cash flows of our financial instruments will fluctuate because of changes in market prices. The Council's exposures to market risk are primarily through interest rate risk with only insignificant exposure to other price risks and no exposure to foreign currency risk. Components of market risk to which we are exposed are discussed below.

Interest rate risk

Interest rate risk refers to the risk that the value of a financial instrument or cash flows associated with the instrument will fluctuate due to changes in market interest rates. Interest rate risk arises from interest bearing financial assets and liabilities that we use. Non derivative interest bearing assets arepredominantly short term liquid assets. Our interest rate liability risk arises primarily from long term loans and borrowings at fixed rates which exposes us to fair value interest rate risk.

Our loan borrowings are sourced from major Australian banks by a tender process. Finance leases are sourced from major Australian financial institutions. Overdrafts are arranged with major Australian banks. We manage interest rate risk on our net debt portfolio by:

- ensuring access to diverse sources of funding;
- reducing risks of refinancing by managing in accordance with target maturity profiles; and
- setting prudential limits on interest repayments as a percentage of rate revenue.

We manage the interest rate exposure on our debt portfolio by appropriate budgeting strategies and obtaining approval for borrowings from the Department of Planning and Community Development each year.

NOTES TO THE FINANCIAL REPORT FOR THE YEAR ENDED 30TH JUNE 2009

NOTE 35 FINANCIAL INSTRUMENTS (CONTINUED)

Investment of surplus funds is made with approved financial institutions under the *Local Government Act (1989)*. We manage interest rate risk by adopting an investment policy that ensures:

- conformity with state and federal regulations and standards,
- capital protection,
- appropriate liquidity,
- diversification by credit rating, financial institution and investment product,
- monitoring of return on investment,
- benchmarking of returns and comparison with budget.

Maturity will be staggered to provide for interest rate variations and to minimise interest rate risk.

Credit risk

Credit risk is the risk that a contracting entity will not complete its obligations under a financial instrument and cause us to make a financial loss. We have exposure to credit risk on some financial assets included in our balance sheet. To help manage this risk:

- we may require collateral where appropriate; and
- we only invest surplus funds with financial institutions which have a recognised credit rating specified in our investment policy.

Trade and other receivables consist of a large number of customers, spread across the consumer, business and government sectors. Credit risk associated with the Council's financial assets is minimal because the main debtor is the Victorian Government. Apart from the Victorian Government we do not have any significant credit risk exposure to a single customer or groups of customers. Ongoing credit evaluation is performed on the financial condition of our customers and, where appropriate, an allowance for doubtful debts is raised. We may also be subject to credit risk for transactions which are not included in the balance sheet, such as when we provide a guarantee for another party. Details of our contingent liabilities are disclosed in Note 32.

Movement in Provisions for Doubtful Debts	**2009 $'000**
Balance at the beginning of the year	74
New Provisions recognised during the year	33
Amounts already provided for and written off as uncollectible	(5)
Balance at end of year	**102**

At balance date other debtors representing financial assets were past due but not impaired. These amounts relate to a number of independent customers for whom there is no recent history of default. The ageing of the Council's Trade and Other Receivables was:

	2009 $'000	**2008 $'000**
Current (not yet due)	994	3,369
30-60 days	197	109
61-90 days	27	283
Over 90 days	85	11
Total Trade and Other Receivables	**1,303**	**3,772**

NOTES TO THE FINANCIAL REPORT FOR THE YEAR ENDED 30TH JUNE 2009

NOTE 35 FINANCIAL INSTRUMENTS (CONTINUED)

Ageing of individually impaired Trade and Other Receivables

At balance date, other debtors representing financial assets with a nominal value of $102,122 (2008: $73,757) were impaired. The amount of the provision raised against these debtors was $102,122 (2008: $73,757). The individually impaired debtors relate to general and sundry debtor and have been impaired as a result of their doubtful collection. Many of the long outstanding past due amounts have been lodged with Council's debt collectors or are on payment arrangements.

The ageing of Trade and Other Receivables that have been individually determined as impaired at reporting date was:

	2009 $'000	2008 $'000
Current (not yet due)	1	-
30-60 days	7	-
61-90 days	5	9
Over 90 days	89	65
Total Trade and Other Receivables	**102**	**74**

Liquidity risk

Liquidity risk includes the risk that, as a result of our operational liquidity requirements:

- we will not have sufficient funds to settle a transaction on the date;
- we will be forced to sell financial assets at a value which is less than what they are worth; or
- we may be unable to settle or recover a financial assets at all.

To help reduce these risks we:

- have a liquidity policy which targets a minimum and average level of cash and cash equivalents to be maintained;
- have readily accessible standby facilities and other funding arrangements in place;
- have a liquidity portfolio structure that requires surplus funds to be invested within various bands of liquid instruments;
- monitor budget to actual performance on a regular basis; and
- set limits on borrowings relating to the percentage of loans to rate revenue and percentage of loan principal repayments to rate revenue.

The Councils exposure to liquidity risk is deemed insignificant based on prior periods' data and current assessment of risk.

The table below lists the contractual maturities for Financial Liabilities.

These amounts represent undiscounted gross payments including both principal and interest amounts.

2009	6 mths or less $'000	6-12 months $'000	1-2 years $'000	2-5 years $'000	>5 years $'000	Contracted Cash Flow $'000	Carrying Amount $'000
Trade and other payables	12,884	-	-	-	-	12,884	12,884
Trust funds and deposits	4,057	-	-	-	-	4,057	4,057
Interest-bearing loans and borrowings	223	223	446	1,338	1,785	4,015	4,015
Total financial liabilities	**17,164**	**223**	**446**	**1,338**	**1,785**	**20,956**	**20,956**

NOTES TO THE FINANCIAL REPORT FOR THE YEAR ENDED 30TH JUNE 2009

NOTE 35 FINANCIAL INSTRUMENTS (CONTINUED)

2008	6 mths or less $'000	6-12 months $'000	1-2 years $'000	2-5 years $'000	>5 years $'000	Contracted Cash Flow $'000	Carrying Amount $'000
Trade and other payables	14,421	-	-	-	-	14,421	14,421
Trust funds and deposits	9,148	-	-	-	-	9,148	9,148
Interest-bearing loans and borrowings	223	223	446	1,338	2,231	4,461	4,461
Total financial liabilities	**23,792**	**223**	**446**	**1,338**	**2,231**	**28,030**	**28,030**

(f) Sensitivity disclosure analysis

Taking into account past performance, future expectations, economic forecasts, and management's knowledge and experience of the financial markets, the Council believes the following movements are 'reasonably possible' over the next 12 months (Base rates are sourced from Reserve Bank of Australia):

– A parallel shift of + 1% and -1% in market interest rates (AUD) from year-end rates of 3.0%.

The table below discloses the impact on net operating result and equity for each category of financial instruments held by the Council at year-end, if the above movements were to occur.

		Interest rate risk			
	Carrying amount subject to interest	-1%		1%	
		100 basis points		100 basis points	
Market risk exposure		Profit	Equity	Profit	Equity
2009	$'000	$'000	$'000	$'000	$'000
Financial assets:					
Cash and cash equivalents	73,808	(738)	(738)	738	738
Trade and other receivables	6,902	(69)	(69)	69	69
Financial liabilities:					
Interest-bearing loans and borrowings	4,015	-	-	-	-

		Interest rate risk			
	Carrying amount subject to interest	-1%		1%	
		100 basis points		100 basis points	
Market risk exposure		Profit	Equity	Profit	Equity
2008	$'000	$'000	$'000	$'000	$'000
Financial assets:					
Cash and cash equivalents	62,757	(628)	(628)	628	628
Trade and other receivables	7,840	(78)	(78)	78	78
Financial liabilities:					
Interest-bearing loans and borrowings	4,461	-	-	-	-

NOTES TO THE FINANCIAL REPORT FOR THE YEAR ENDED 30TH JUNE 2009

NOTE 36 RECONCILIATION BETWEEN RATE DETERMINATION SURPLUS AND OPERATING SURPLUS (DEFICIT)

The difference between the Rate Determination Surplus of $9.155m (2007/2008 $8.619m surplus) and the Operating surplus of $6.285m (2007/2008 $1.366m surplus) is explained as follows:

	2009 $'000	2009 $'000	2008 $'000	2008 $'000
Carried forward Rate Determination Surplus/(Deficit)		9,155		8,619
Less Brought forward Rate Determination Surplus/(Deficit)		(8,619)		(3,267)
Surplus/(Deficit) as determined under the Rates basis		536		5,352
Plus:				
Expenditure on Fixed Assets capitalised	26,908		25,930	
Asset Recognition – Drainage	293		467	
Transfers to Reserves	18,445		894	
		45,646		27,291
		46,182		32,643
Less:				
Transfers from Reserves	(786)		(5,518)	
Loan Proceeds	-		(3,000)	
Share of net losses of associates accounted for by equity method	(90)		(124)	
Carrying value of Fixed Assets disposed	(18,245)		(1,261)	
Loan Principal receipts	(6)		(6)	
Depreciation on Fixed Assets (Note 10)	(20,770)		(21,368)	
		(39,897)		(31,277)
Increase/(Decrease) in net assets		**6,285**		**1,366**

NOTE 37 REMUNERATION OF AUDITORS	2009 $'000	2008 $'000
Remuneration for audit of financial reports – Victorian Auditor-General's Office	54	56
Remuneration for internal auditors – RSM Bird Cameron	113	82
Total	**167**	**138**

NOTE 38 EVENTS OCCURING AFTER BALANCE DATE

There were no material events ocurring after balance date.

NOTES TO THE FINANCIAL REPORT FOR THE YEAR ENDED 30TH JUNE 2009

NOTE 39 AGED RESIDENTIAL CARE

Income Statement for Council's Aged Residential Care Facilities For the Year Ended 30 June 2009	Nunawading Hostel	Forty Dorking Road Hostel	Total	Nunawading Hostel	Forty Dorking Road Hostel	Total
	2009 $'000	2009 $'000	2009 $'000	2008 $'000	2008 $'000	2008 $'000
Revenue						
Grants and Subsidies	289	234	523	1,015	745	1,760
User Charges	161	160	321	765	738	1,503
Interest Revenue	44	52	96	124	184	308
Other Revenue	-	1	-	1	-	1
Total Revenue	**494**	**447**	**940**	**1,905**	**1,667**	**3,572**
Expenses from Ordinary Activities						
Employee Benefits Expense	745	414	1,159	2,239	1,476	3,715
Materials, Services and Contracts	301	297	598	333	391	724
Utilities	23	18	41	60	70	130
Direct/Indirect Overheads	20	20	40	81	81	162
Depreciation	72	82	154	159	231	390
Total Expenses	**1,161**	**831**	**1,992**	**2,872**	**2,249**	**5,121**
Net Loss on disposal of property, infrastructure, plant and equipment	(61)	(32)	(93)	-	-	-
Surplus/(Deficit) for the period	**(728)**	**(416)**	**(1,145)**	**(967)**	**(582)**	**(1,549)**

Note: The Hostels were sold in September 2009.

NOTES TO THE FINANCIAL REPORT FOR THE YEAR ENDED 30TH JUNE 2009

NOTE 39 AGED RESIDENTIAL CARE (CONTINUED)

Balance Sheet for Council's Aged Residential Care Facilities As at 30 June 2009	Nunawading Hostel	Forty Dorking Road Hostel	Total	Nunawading Hostel	Forty Dorking Road Hostel	Total
ASSETS	**2009 $'000**	**2009 $'000**	**2009 $'000**	**2008 $'000**	**2008 $'000**	**2008 $'000**
Current Assets						
Receivables	-	-	-	6	1	7
Total Current Assets	**-**	**-**	**-**	**6**	**1**	**7**
Non-Current Assets						
Property, building, equipment, furniture and fittings and other structures	-	-	-	7,428	8,202	15,630
Intangible assets	-	-	-	609	509	1,118
Investments	8,367	7,192	15,559	2,069	3,067	5,136
Total Non-Current Assets	**8,367**	**7,192**	**15,559**	**10,106**	**11,778**	**21,884**
TOTAL ASSETS	**8,367**	**7,192**	**15,559**	**10,112**	**11,779**	**21,891**
LIABILITIES						
Current Liabilities						
Fees paid in advance	-	-	-	(5)	(5)	(10)
Payables	-	-	-	(20)	(8)	(28)
Total Current Liabilities	**-**	**-**	**-**	**(25)**	**(13)**	**(38)**
Non-Current Liabilities						
Refundable Deposits	-	-	-	(2,069)	(3,067)	(5,136)
Total Non-Current Liabilities	**-**	**-**	**-**	**(2,069)**	**(3,067)**	**(5,136)**
TOTAL LIABILITIES	**-**	**-**	**-**	**(2,094)**	**(3,080)**	**(5,174)**
NET ASSETS	**8,367**	**7,192**	**15,559**	**8,018**	**8,699**	**16,717**
EQUITY						
Accumulated Surplus	(3,033)	(1,912)	(4,945)	(2,305)	(1,496)	(3,801)
Reserves	11,400	9,104	20,504	10,323	10,195	20,518
TOTAL EQUITY	**8,367**	**7,192**	**15,559**	**8,018**	**8,699**	**16,717**

Note: The Hostels were sold in September 2009.

NOTES TO THE FINANCIAL REPORT FOR THE YEAR ENDED 30TH JUNE 2009

NOTE 40 FUNCTIONS/ACTIVITIES OF THE MUNICIPALITY

(a) Expenses and revenues have been attributed to the following functions/activities, descriptions of which are set out in Note 40(b) (excluding internal recharges).

2009	EXECUTIVE		TREASURY SERVICES		CORPORATE SERVICES		HUMAN SERVICES		CITY DEVELOPMENT		INFRASTRUCTURE		TOTAL	
	Actual $'000	Budget $'000	Actual $'000	Budget $'000	Actual $'000	Budget $'000	Actual $'000	Budget $'000	Actual $'000	Budget $'000	Actual $'000	Budget $'000	Actual $'000	Budget $'000
Grants			4,771	3,630	203	218	11,511	10,758	483	120	66	35	17,034	14,761
Other	169	207	71,145	71,317	6,478	5,750	18,130	17,427	4,398	4,427	5,520	6,740	106,097	105,868
Revenue	169	207	75,916	74,947	6,938	5,968	29,641	28,185	4,881	4,547	5,586	6,775	123,131	120,629
% of Total	0.14%	0.2%	62.61%	64.6%	5.72%	5.1%	24.45%	24.3%	4.03%	3.9%	4.61%	5.8%	102%	104%
Expenses	4,568	4,710	20,892	24,405	12,370	12,934	40,837	40,101	18,610	19,723	19,312	20,189	116,846	122,062
% of Total	3.81%	3.95%	17.43%	20.47%	10.53%	10.85%	34.07%	33.63%	15.52%	16.54%	16.11%	16.93%	98%	102%
Net	**(4,399)**	**(4,503)**	**55,024**	**50,542**	**(5,689)**	**(6,966)**	**(11,196)**	**(11,916)**	**(13,729)**	**(15,176)**	**(13,726)**	**(13,414)**	**6,285**	**(1,433)**

2008	EXECUTIVE		TREASURY SERVICES		CORPORATE SERVICES		HUMAN SERVICES		CITY DEVELOPMENT		INFRASTRUCTURE		TOTAL	
	Actual $'000	Budget $'000	Actual $'000	Budget $'000	Actual $'000	Budget $'000	Actual $'000	Budget $'000	Actual $'000	Budget $'000	Actual $'000	Budget $'000	Actual $'000	Budget $'000
Grants			4,074	3,995	232	220	12,261	11,912	561	64	79	55	17,207	16,246
Other	160	58	70,006	65,811	5,135	5,303	16,615	16,707	5,472	5,916	6,649	5,934	104,037	99,729
Revenue	160	58	74,080	69,806	5,367	5,523	28,876	28,619	6,033	5,980	6,728	5,989	121,244	115,975
% of Total	0.13%	0.1%	61.10%	60.2%	4.43%	4.8%	23.82%	24.7%	4.98%	5.2%	5.55%	5.2%	100%	100%
Expenses	3,884	4,317	23,380	23,115	13,358	12,813	40,121	40,067	18,162	19,326	20,973	19,588	119,878	119,226
% of Total	3.24%	3.62%	19.50%	19.39%	11.14%	10.75%	33.47%	33.61%	15.15%	16.21%	17.50%	16.43%	100%	100%
Net	**(3,724)**	**(4,259)**	**50,700**	**46,691**	**(7,991)**	**(7,290)**	**(11,245)**	**(11,448)**	**(12,129)**	**(13,346)**	**(14,245)**	**(13,599)**	**1,366**	**(3,251)**

NOTES TO THE FINANCIAL REPORT FOR THE YEAR ENDED 30TH JUNE 2009

NOTE 40(b) FUNCTIONS / ACTIVITIES OF THE MUNICIPALITY (CONTINUED)

At balance date the activities of the municipality are categorised into the following broad functions:

Executive
The Executive area provides management and leadership of the organisation as well as liaison with ratepayers and residents of the City. It includes the office of the Chief Executive and administrative support for the Councillors. It provides support for formal Council functions, Governance and Communications. The division also provides support to Council and the community through its Civic Services and Customer Service Centres.

Treasury Services
The Treasury section details the movement of funds related to grants commission, rate revenue, capital income, interest income and expenses, depreciation and sale of assets.

Corporate Services
Corporate Services provides the city with the Financial, Information Systems, Property and Rating tools necessary for effective management of its resources. The division has responsibility for the day to day management of the city's financial assets. This division also incorporates the Organisation Development Department; managing the Human Resources, Occupational Health and Safety, and the Compliance Department incorporating, Local Laws, Traffic Management and Risk Management.

Human Services
Human Services Division provides the delivery of human services to the ratepayers and residents. This includes supervising the areas of management of Community Care, Parks and Recreation, Health and Family Services, Children's Services and Leisure Services.

City Development
City Development provides the services of an essentially physical nature to the ratepayers and residents. These services include Engineering, Environmental Services, and Statutory Planning, Building Services and Business Development.

Infrastructure
Infrastructure is responsible for City Works, monitoring Capital Works, Parkswide, the Waste Transfer Centre and management of the Council's plant and fleet.

NOTES TO THE FINANCIAL REPORT FOR THE YEAR ENDED 30TH JUNE 2009

NOTE 41 FINANCIAL RATIOS

Financial Ratios (performance Indicators)	2009 $'000		2009 (%)	2008 $'000		2008 (%)	2007 $'000		2007 (%)
(a) Debt servicing ratio (to identify the capacity of Council to service its outstanding debt)									
Debt servicing costs	199	=	0.16%	0	=	0%	0	=	0%
Total revenue	122,793			118,514			107,987		
Debt servicing costs refer to the payment of interest on loan borrowings, finance lease interest and bank overdraft.									
The ratio expresses the amount of interest paid as a percentage of Council's total revenue.									
(b) Debt commitment ratio (to identify Council's debt redemption strategy)									
Debt servicing and redemption costs	199	=	0.31%	0	=	0%	0	=	0%
Rate revenue	63,725			59,792			55,371		
The strategy involves the payment of loan principal and interest, finance lease principal and interest.									
The ratio expresses the percentage of rate revenue utilised to pay interest and redeem debt principal.									
(c) Revenue ratio (to identify Council's dependence on rate income)									
Rate revenue	63,725	=	51.90%	59,792	=	50.45%	55,371	=	51.28%
Total revenue	122,793			118,514			107,987		
The level of Council's reliance on rate revenue is determined by assessing rate revenue as a proportion of the total revenue of Council.									
(d) Debt Exposure Ratio (to identify Council's exposure to total liabilities)									
Total liabilities	29,315	=	1:41.94	36,731	=	1:35.90	30,492	=	1:42.79
Total realisable assets	1,229,489			1,318,557			130,488		
For the purposes of the calculation of financial ratios, realisable assets are those assets which can be sold and which are not subject to any restriction on realisation or use.									
The following assets are excluded from total assets when calculating Council's realisable assets:									
Roads and drains.									
This ratio enables assessment of Council's solvency and exposure to debt. Total indebtedness refers to the total liabilities of Council. Total liabilities are compared to total realisable assets which are all Council assets not subject to any restriction.									
(e) Working Capital Ratio / Liquidity Ratio (to assess Council's ability to meet current commitments)									
Current assets	81,587	=	3.19:1	87,625	=	2.67:1	66,498	=	2.26:1
Current liabilities	25,557			32,846			29,367		
The ratio expresses the level of current assets Council has available to meet its current liabilities.									

NOTES TO THE FINANCIAL REPORT FOR THE YEAR ENDED 30TH JUNE 2009

NOTE 41 FINANCIAL RATIOS (CONTINUED)

Financial Ratios (performance Indicators)	2009 $'000		2009 (%)	2008 $'000		2008 (%)	2007 $'000		2007 (%)
(f) Underlying Result									
Adjusted net Surplus/(Deficit)	5,992	=	4.24%	2,399	=	2.01%	-4,214	=	-3.85%
Total underlying revenue	141,416			119,656			109,494		

This is a measure of Council's surplus/(deficits) as a percentage of its revenue, adjusted for non monetary contributions and significant one off adjustments . For surpluses, the higher the percentage, the stronger result. A negative result indicates a deficit. Operating deficits cannot be sustained in the longer-term and deficits by their nature shift the burden of today's costs to future ratepayers.

(g) Indebtedness									
Non-current liabilities	3,758	=	3.68%	3,885	=	4.04%	1,125	=	1.27%
Own-sourced revenue	102,097			96,234			88,880		

This is a longer-term measure that compares non-current liabilities (which mainly comprises borrowings) to own-sourced revenue. It complements the liability ratio which is a shorter-term measure. The higher the percentage, the less Council's is able to cover its non-current liabilities from the revenues it generates.

(h) Self-financing									
Net operating cashflows	27,125	=	19.18%	27,852	=	23.28%	21,334	=	19.48%
Underlying revenue	141,416			119,656			109,494		

This is a measure of Council's ability to fund the replacement of assets from cash generated by its operations : the higher the percentage, the more able Council is in replacing its assets from its cash generated by its operations.

(i) Investment Gap									
Capital spend	29,599	=	1.43:1	28,077	=	1.31:1	24,770	=	1.07:1
Depreciation	20,770			21,368			23,178		

This is a measure of whether Council is spending on infrastructure at a greater rate than the infrastructure is depreciating. Ratios higher than 1:1 indicates that Council is. It is a longer-term indicator, because capital expenditure can be deferred if there are insufficient funds available from operations and borrowings is not an option.

CERTIFICATION OF THE FINANCIAL REPORT
FOR THE YEAR ENDED 30TH JUNE 2009

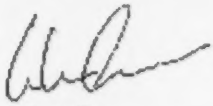
In my opinion, the accompanying financial report of Whitehorse City Council for the year ended 30 June 2009 has been prepared in accordance with the Local Government Act 1989, the Local Government (Finance and Reporting) Regulations 2004, Australian Accounting Standards, and other mandatory professional reporting requirements.

Principal Accounting Officer
Marc Giglio CPA
Dated: 17/8/09
Nunawading

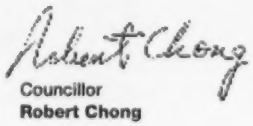
In our opinion, the accompanying financial report presents fairly the financial transactions of Whitehorse City Council for the financial year ended 30 June 2009 and the financial position of the Council as at that date.

As at the date of signing, we are not aware of any circumstances which would render any particulars in the financial report to be misleading or inaccurate.

We were authorised by the Council on 17 August 2009 to certify the financial report in its final form on behalf of the Council.



Councillor
Andrew Munroe
Dated: 17/8/09
Nunawading



Councillor
Robert Chong
Dated: 17/8/09
Nunawading

Chief Executive Officer
Noelene Duff
Dated: 17/8/09
Nunawading

STANDARD INCOME STATEMENT
COMPARISON REPORT FOR THE YEAR ENDED 30TH JUNE 2009

Revenues from Ordinary activities	Budget $'000	Actual $'000	Variance $'000	Variance %	Ref
Rates	63,352	63,725	373	0.6%	
Grants	16,210	19,997	3,787	23.4%	(i)
Contributions	662	575	(87)	-13.1%	
User Charges	32,726	33,120	394	1.2%	
Interest	4,475	4,059	(416)	-9.3%	(ii)
Other Revenue	705	1,317	612	86.9%	(iii)
Total Revenues	**118,130**	**122,793**	**4,663**	**3.9%**	
Expenses from Ordinary activities					
Employee Costs	47,780	47,747	33	0.1%	
Materials and Contracts	42,260	41,130	1,130	2.7%	(iv)
Finance Cost	210	100	110	52.4%	(v)
Depreciation	22,660	20,770	1,890	8.3%	(vi)
Other	6,697	6,840	(143)	-2.1%	
Total Expenses	**119,607**	**116,587**	**3,020**	**2.5%**	
Net Gain/(Loss) on disposal of property, infrastructure, plant and equipment	44	(124)	(168)	381.8%	
Developer Contributions	-	293	293	100.0%	(vii)
Share of net Profits/(Losses) of associates accounted for by the equity method	-	(90)	(90)	-100.0%	(viii)
Surplus/(Deficit) for the period	**(1,433)**	**6,285**	**7,718**	**538.6%**	

Explanation of variances in the Standard Income Statement

(i) ***Grants and Contributions:*** Grants relating to 2009/10 were received prior 30 June 2009 (Victoria Grants Commission $0.9m and Wembley Park redevelopment $1.2m being the first milestone payment recieved from the Federal Government Community Infrastructure Program). Additionally, higher than budgeted grants were received for General Home Care ($0.7m) which has been offset by additional employee costs and materials expenditure and transport grants ($0.3m) including the Springvale/Whitehorse Road rail and intersection project, that has been offset by costs for the Improvement Study.

(ii) ***Interest:*** The unfavourable variance is as a result of the declining interest rates in addition to lower interest generated from overdure rate payments.

(iii) ***Other Revenue:*** The favourable variance is predominately due to insurance settlement regarding a fire that destroyed a truck and semi-trailer located at the Waste Transfer Station.

(iv) ***Materials and Contracts:*** Savings as a result of lower than anticipated waste collection costs for general waste,recycling and green waste collection ($0.6m) and the Waste Transfer Station for waste disposal costs ($0.5m).

(v) ***Finance Cost:*** Part of the finance cost relating to the construction Sportlink indoor sport centre was capitalised (see Note 11).

(vi) ***Depreciation:*** The favourable variance is due to adjustements to depreciation rates following a review of useful lives for drainage roads and building assests.

(vii) ***Developers Contributions:*** Developers contributions are not included in annual budget as they highly unpredictable in nature.

(viii) ***Share of net Profits/(Losses) of associates accounted for by the equity method:*** Share of net Profits/(Losses) in associates is not able to be estimated when the budget is being developed. For this reason no estimate of results is made for any of the investment entities.

STANDARD BALANCE SHEET
COMPARISON REPORT AS AT 30 JUNE 2009

ASSETS	Budget $'000	Actual $'000	Variance $'000	Variance %	Ref
CURRENT ASSETS					
Cash assets	68,545	73,808	5,263	7.7%	(i)
Trade and other receivables	7,706	6,544	(1,162)	-15.1%	
Other	-	1,235	1,235	100.0%	
Total current assets	**76,251**	**81,587**	**5,336**	**7.0%**	
NON-CURRENT ASSETS					
Receivables	522	358	(164)	-31.4%	
Investments in associates	6,172	8,197	2,025	32.8%	(ii)
Property, infrastructure, plant and equipment	1,628,608	1,591,435	(37,173)	-2.3%	(iii)
Total of non-current assets	**1,635,302**	**1,599,990**	**(35,312)**	**-2.2%**	
TOTAL ASSETS	**1,711,553**	**1,681,577**	**(29,976)**	**-1.8%**	
LIABILITIES					
CURRENT LIABILITIES					
Payables	20,837	16,941	(3,896)	-18.7%	(iv)
Employee benefits	8,957	8,399	(558)	-6.2%	
Interest Bearing Loans Borrowings	229	217	(12)	100.0%	
Total current liabilities	**30,023**	**25,557**	**(4,466)**	**-14.9%**	
NON-CURRENT LIABILITIES					
Interest Bearing Loans and Borrowings	2,558	2,584	26	1.0%	
Employee benefits	1,181	1,174	(7)	-0.6%	
Total non-current liabilities	**3,739**	**3,758**	**19**	**0.5%**	
TOTAL LIABILITIES	**33,762**	**29,315**	**(4,447)**	**-13.2%**	
NET ASSETS	**1,677,791**	**1,652,262**	**(25,529)**	**-1.5%**	
Represented by:					
Accumulated surplus	629,947	642,632	12,685	2.0%	
Asset Revaluation Reserve	1,000,473	961,832	(38,641)	-3.9%	(iii)
Other Reserves	47,371	47,798	427	0.9%	
EQUITY	**1,677,791**	**1,652,262**	**(25,529)**	**-1.5%**	

Explanation of variances in the Standard Balance Sheet

(i) ***Cash Assets:*** Grants relating to 2009/10 were received prior 30 June 2009 (Victoria Grants Commission $0.9m and Wembley Park redevelopment $1.2m being the first milestone payment recieved from the Federal Government Community Infrastructure Program). Additionally, higher than budgeted grants were received for General Home Care ($0.7m) which has been offset by additional employee costs and materials expenditure and transport grants ($0.3m) including the Springvale/ Whitehorse Road rail and intersection project, that has been offset by costs for the Improvement Study.

(ii) ***Investment in Associates:*** Changes in accounting treatment for capital expenditure resulted in the 2007/08 comparative figures to be restated. Council's total investment in associates increased by $2.239m , accumulated surplus increased by $0.976m and asset revaluation reserve increased by $1.263m for 2006/07. This information was not availalbe at the time of 2008/09 Budget adoption.

(iii) ***Property, infrastructure, plant and equipment:*** No revaluation of fixed assets were undertaken in 2008/09 as there was no material change in market prices and construction cost rates. This is also reflected in the revaluation reserve.

(iv) ***Payables:*** Repayment of Hostel deposits was not budgeted.

STANDARD CASH FLOW STATEMENT
COMPARISON REPORT FOR THE YEAR ENDED 30 JUNE 2009

Cash flows from operating activities	Budget $'000	Actual $'000	Variance $'000	Variance %	Ref.
Payments					
Employee Costs	(48,697)	(48,772)	(75)	-0.2%	
Materials and Contracts	(46,709)	(46,403)	306	0.7%	
Other expenses	(7,402)	(7,524)	(122)	-1.6%	
Receipts					
Rates	63,352	63,470	118	0.2%	
Grants	14,761	17,632	2,871	19.5%	(i)
User Charges	34,237	35,693	1,456	4.3%	
Interest received	4,475	4,059	(416)	-9.3%	(ii)
Other revenue	5,932	6,555	623	10.5%	(iii)
Net cash Inflow/(Outflow) from operating activities	**19,949**	**24,710**	**4,761**	**23.9%**	
Cash flows from investing activities					
Repayment of loans and advances	10	6	(4)	-40.0%	
Proceeds from sale of property, plant and equipment	19,331	19,223	(108)	-0.6%	
Capital contribution	2,111	2,415	304	14.4%	
Refund of hostels deposits	-	(5,258)	(5,258)	-100.0%	(iv)
Payments for property, plant and equipment	(25,581)	(29,599)	(4,018)	-15.7%	
Net cash Inflow/(Outflow) from investing activities	**(4,129)**	**(13,213)**	**(9,084)**	**-220.0%**	
Cash flows from financing activities					
Repayment of borrowings	(423)	(446)	(23)	5.4%	
Net cash Inflow/(Outflow) from financing activities	**(423)**	**(446)**	**(23)**	**5.4%**	
Net Increase/(Decrease) in cash held	15,397	11,051	(4,346)	28.2%	
Cash at the beginning of the year	53,148	62,757	9,609	18.1%	
Cash at the end of the year	**68,545**	**73,808**	**5,263**	**7.7%**	

Reconciliation of Operating Result and Net Cash Flows from Operating Activities for the year ending 30 June 2009

Net Surplus/(Deficit) from operations	(1,433)	6,285	7,718
Depreciation	22,660	20,770	(1,890)
Net gain on disposal of property, infrastructure, plant and equipment	44	(124)	(168)
Net movement in assets and liabilities	(1,322)	(2,221)	(899)
Net cash Inflow/(Outflow) from operating activities	**19,949**	**24,710**	**4,761**

Explanation of variances in the Standard Cash Flow Statement

(i) ***Grants and Contributions:*** Grants relating to 2009/10 were received prior 30 June 2009 (Victoria Grants Commission $0.9m and Wembley Park redevelopment $1.2m being the first milestone payment recieved from the Federal Government Community Infrastructure Program). Additionally, higher than budgeted grants were received for General Home Care ($0.7m) which has been offset by additional employee costs and materials expenditure and Transport ($0.3m) for the Springvale/ Whitehorse Road rail and intersection project.

(ii) ***Interest:*** The unfavourable variance is as a result of the declining interest rates in addition to lower interest generated from overdue rate payments.

(iii) ***Other Revenue:*** The favourable variance is predominately due to insurance settlement regarding a fire that destroyed a truck and semi-trailer located at the Waste Transfer Station.

(iv) ***Refund of hostels deposits:*** Repayment of Hostel deposits not budgeted.

STANDARD STATEMENT OF CAPITAL WORKS
COMPARISON REPORT FOR THE YEAR ENDING 30 JUNE 2009

STATEMENT OF CAPITAL WORKS	Budget $'000	Actual $'000	Variance $'000	Variance %	Ref.
Capital Works Areas					
Roads	5,054	4,704	350	7%	
Street Trees	310	319	(9)	-3%	
Drainage	700	740	(40)	-6%	
Parks	2,288	2,112	176	8%	
Buildings	7,827	12,762	(4,935)	-63%	(i)
Urban Improvements	2,543	2,219	324	13%	
Plant and Equipment	4,422	4,052	370	8%	
Total Capital works	**23,144**	**26,908**	**(3,764)**	**-16%**	
Represented by:					
Renewal	17,670	17,892	(222)	-1%	
New	5,474	9,016	(3,542)	-65%	
Total Capital Works	**23,144**	**26,908**	**(3,764)**	**-16%**	
Property Plant and Equipment movement Reconciliation Worksheet					
Total Capital Works	23,144	26,908	(3,764)	-16%	
Asset Revaluation	29,140	-	29,140	100%	
Depreciation	(22,660)	(20,770)	(1,890)	8%	
Written Down Value of Assets Sold	(1,336)	(1,497)	161	-12%	
Developers Contributions	-	293	(293)	-100%	
Interest Capitalised	-	147	(147)	-100%	
Net movement in Property, Plant and Equipment	**28,288**	**5,081**	**23,207**	**82%**	

Explanation of variances in the Standard Statement of Capital Works

(i) ***Buildings:*** Major projects carried forward from 2007/08 Budget including Sportlink indoor sports centre, Civic Centre redevelopment and other council buildings.

STANDARD STATEMENTS FOR THE YEAR ENDED 30TH JUNE 2009

NOTES ACCOMPANYING THE STANDARD STATEMENTS FOR THE YEAR ENDED 30 JUNE 2009

1. Basis of preparation of Standard Statements

Whitehorse City Council is required to prepare and include audited Standard Statements within its Annual Report. Four Statements are required this year – a Standard Income Statement, a Standard Balance Sheet, a Standard Cash Flow Statement and a Standard Statement of Capital Works, together with explanatory notes.

These statements and supporting notes form a special purpose financial report prepared to meet the requirements of the Local Government Act 1989 and the Local Government (Finance and Reporting) Regulations 2004.

The Standard Statements have been prepared on accounting bases consistent with those used for the General Purpose Financial Report and the Budget. The results reported in these Statements are consistent with those reported in the General Purpose Financial Report.

The Standard Statements are not a substitute for the General Purpose Financial Report, which is included in the Annual Report. They have not been prepared in accordance with all Australian Accounting Standards or other authoritative professional pronouncements.

The Standard Statements compare the Council's financial plan, expressed through its annual budget, with actual performance. The Local Government Act 1989 requires explanation of any material variances. Council has adopted a materiality threshold of 10 per cent or where further explanation is warranted. Explanations have not been provided for variations below the materiality threshold unless the variance is considered to be material because of its nature.

The budget figures included in the Standard Statements are those adopted by the Council on 16 June 2008. The budget was based on assumptions that were relevant at the time of adoption of the budget. The Council set guidelines and parameters for revenue and expense targets in this budget in order to meet the Council's business plan and financial performance targets for both the short and long term.

Detailed information on the actual financial results are contained in the General Purpose Financial Report. The Standard Statements must be read with reference to this document.

Standard Income Statement

The Standard Income Statement shows what has happened during the year in terms of revenue, expenses and other adjustments from all activities. The 'Total Changes in Equity' or 'bottom line' shows the total difference between the financial position at the beginning and the end of the year.

The Statement Income Statement requires revenue to be separately disclosed where the item is of such a size, nature or incidence that its disclosure is relevant in explaining the performance of Whitehorse City Council. The Standard Income Statement also shows the movement in equity, so that a separate Statement of Changes in Equity is not necessary.

Standard Balance Sheet

The Standard Balance Sheet shows a snap shot of all the assets and liabilities as at 30 June. It shows the total of what is owned (assets) less what is owed (liabilities). The bottom line of this statement is net assets, which is net worth of Council.

The change in net assets between two year's Standard Statements of Balance Sheet shows how the financial position has changed over that period.

The assets and liabilities are separated into current and non-current.

Standard Cash Flow Statement

The Standard Cash Flow Statement shows what has happened during the year in terms of cash. It explains what cash movements have resulted in the difference in the cash balance at the beginning and the end of the year.

The net cash flows from operating activities shows how much cash remains after paying for services to the community which may be invested in things such as capital works. The information in the Standard Cash Flow Statement assists users in the assessment of Council's ability to generate cash flows, meet financial commitments as they fall due including the servicing of borrowings and fund changes in the scope or nature of activities. A reconciliation of operating result and net cash flows from operating activities has been added to highlight non-cash items of significance.

Standard Statement of Capital Works

The Standard Statement of Capital Works set out all capital expenditure that has been spent or is expected to be spent in relation to non-current assets during the financial year.

It also shows whether this expenditure is renewing, expanding or upgrading existing assets or creating new assets. This is important because each of these categories has a different impact on Council's future costs.

CERTIFICATION OF THE STANDARD STATEMENTS
FOR THE YEAR ENDED 30TH JUNE 2009

In my opinion, the accompanying standard statements of Whitehorse City Council for the year ended 30 June 2009 have been prepared on accounting bases consistent with the financial report and in accordance with the Local Government Act 1989 and the Local Government (Finance and Reporting) Regulations 2004.

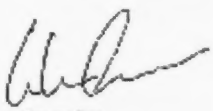
Principal Accounting Officer
Marc Giglio CPA

Dated: 17/8/09
Nunawading

In our opinion, the accompanying standard statements have been prepared on accounting bases consistent with the financial report and in accordance with the Local Government Act 1989 and the Local Government (Finance and Reporting) Regulations 2004.

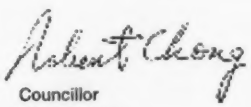
As at the date of signing, we are not aware of any circumstances which would render any particulars in the standard statements to be misleading or inaccurate.

We were authorised by the Council on 17 August 2009 to certify the standard statement in their final form on behalf of the Council.



Councillor
Andrew Munroe

Dated: 17/8/09
Nunawading



Councillor
Robert Chong

Dated: 17/8/09
Nunawading

Chief Executive Officer
Noelene Duff

Dated: 17/8/09
Nunawading

VAGO

Victorian Auditor-General's Office

INDEPENDENT AUDITOR'S REPORT

To the Councillors, Whitehorse City Council

The Financial Report and Standard Statements

The accompanying financial report for the year ended 30 June 2009 of Whitehorse City Council which comprises of income statement, balance sheet, statement of changes in equity, cash flow statement, a summary of significant accounting policies and other explanatory notes to and forming part of the financial report, and the certification of the financial report has been audited.

The accompanying standard statements for the year ended 30 June 2009 of the Council which comprises of standard income statement, standard balance sheet, standard cash flow statement, standard statement of capital works, the related notes and the certification of the standard statements have been audited.

The Councillors' Responsibility for the Financial Report and Standard Statements

The Councillors of the Whitehorse City Council are responsible for the preparation and the fair presentation of:

- the financial report in accordance with Australian Accounting Standards (including the Australian Accounting Interpretations) and the financial reporting requirements of the *Local Government Act 1989*
- the standard statements in accordance with the basis of preparation as described in note 1 of the statements and the requirements of the *Local Government Act 1989*.

The responsibility includes:

- establishing and maintaining internal controls relevant to the preparation and fair presentation of the financial report and standard statements that are free from material misstatement, whether due to fraud or error
- selecting and applying appropriate accounting policies
- making accounting estimates that are reasonable in the circumstances.

Auditor's Responsibility

As required by the *Audit Act 1994*, my responsibility is to express an opinion on the financial report and standard statements based on the audit, which has been conducted in accordance with Australian Auditing Standards. These Standards require compliance with relevant ethical requirements relating to audit engagements and that the audit be planned and performed to obtain reasonable assurance whether the financial report and standard statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report and standard statements. The audit procedures selected depend on judgement, including the assessment of the risks of material misstatement of the financial report and standard statements, whether due to fraud or error. In making those risk assessments, consideration is given to the internal control relevant to the entity's preparation and fair presentation of the financial report and standard statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of the accounting policies used, and the reasonableness of accounting estimates made by the Councillors, as well as evaluating the overall presentation of the financial report and standard statements.

Level 24, 35 Collins Street, Melbourne Vic. 3000
Telephone 61 3 8601 7000 Facsimile 61 3 8601 7010 Email comment@audit.vic.gov.au Website www.audit.vic.gov.au

VAGO

Victorian Auditor-General's Office

Independent Auditor's Report (continued)

I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my audit opinion.

Matters Relating to the Electronic Presentation of the Audited Financial Report and Standard Statements

The auditor's report relates to the financial report and standard statements published in both the annual report and on the website of the Whitehorse City Council for the year ended 30 June 2009. The Councillors of the Whitehorse City Council are responsible for the integrity of the website. I have not been engaged to report on the integrity of the website. The auditor's report refers only to the statements named above. An opinion is not provided on any other information which may have been hyperlinked to or from these statements. If users of this report are concerned with the inherent risks arising from electronic data communications, they are advised to refer to the hard copy of the audited financial report to confirm the information included in the audited financial report presented on the Council's website.

Independence

The Auditor-General's independence is established by the *Constitution Act 1975*. The Auditor-General is not subject to direction by any person about the way in which his powers and responsibilities are to be exercised. In conducting the audit, the Auditor-General, his staff and delegates complied with all applicable independence requirements of the Australian accounting profession.

Auditor's Opinion

In my opinion:

- the financial report presents fairly, in all material respects, the financial position of Whitehorse City Council as at 30 June 2009 and its financial performance and cash flows for the year then ended in accordance with applicable Australian Accounting Standards (including the Australian Accounting Interpretations), and the financial reporting requirements of the *Local Government Act 1989*.
- The standard statements present fairly, in all material respects, in accordance with the basis of preparation as described in note 1 to the statements and comply with the requirements of the *Local Government Act 1989*

D D R Pearson
Auditor-General

MELBOURNE
20 August 2009

Level 24, 35 Collins Street, Melbourne Vic 3000
Telephone 61 3 8601 7000 Facsimile 61 3 8601 7010 email comments@audit.vic.gov.au Website www.audit.vic.gov.au

CITY OF WHITEHORSE

CONTACTING COUNCIL

Postal Address:
Whitehorse City Council
Locked Bag 2
Nunawading DC Vic 3131

Phone: 9262 6333
Fax: 9262 6490

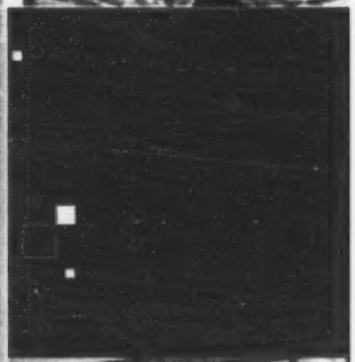
Email:
customer.service@whitehorse.vic.gov.au

Website:
www.whitehorse.vic.gov.au

Service Centres:
Whitehorse Civic Centre
(Main Service Centre)
379-397 Whitehorse Rd
Nunawading 3131

Box Hill Service Centre
Box Hill Town Hall
1022 Whitehorse Rd
Box Hill 3128

Forest Hill Service Centre
Shop 130, Forest Hill Chase Shopping Centre
Canterbury Road
Forest Hill 3131



ENVIRONMENTAL CHOICE AUSTRALIA

100%

PRINTED WITH SOY INK

Publication No: 090909031

This publication is printed by an ISO 14024 (Whole of Life Cycle Certified) waterless printer, using vegetable oil based inks on 100% post consumer recycled paper.

This publication is 100% recyclable.